

Title:

Forename:

Surname:

Representing:

Self

Organisation (if applicable):

Email:

What do you want Ofcom to keep confidential?:

Keep name confidential

If you want part of your response kept confidential, which parts?:

Ofcom may publish a response summary:

Yes

I confirm that I have read the declaration:

Yes

Ofcom should only publish this response after the consultation has ended:

You may publish my response on receipt

Question 1: Do you agree that it is helpful and appropriate for Ofcom to issue guidance on the application of the Regulations to consumer contracts for communications services?:

Yes

Question 2: Do you agree with Ofcom's proposed guidance regarding core terms and transparency?:

Yes

Question 3: Do you agree with Ofcom's proposed guidance (including any administrative thresholds we have set) on non-core terms to which we apply the test of fairness?:

Yes

Question 4: Are there any other issues that are covered by the Regulations which Ofcom should give guidance on?:

Guidance should be given where Companies such as BT are using "devices" (for example other companies) to make collection of these charges on their behalf - indeed in the case of BT actually setting up a company for this purpose.

Additional comments:

I would like Ofcom to register my objection to the way BT is imposing charges on long term customers because of the way the customer chooses to pay their bill. Online payment of bills via electronic means do NOT cost BT any more money than direct debits and the charges are unfair.