

**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?:**

It is but Ofcom is taking too long to do this and if its past history is anything to go by, the guidance will be weak and ineffectual.

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

These questions are framed to make anyone who says "no" look stupid. You may as well ask "Only an idiot would think that contracts and terms shouldn't be transparent, don't you agree?"

**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?:**

I have no thoughts on this

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

Perhaps Ofcom should be looking at the bigger picture and reflecting on its own usefulness to the British citizens.

**Additional comments:**

The main reason for completing this form is to add my comments to the huge pile of criticism from other BT customers about the unfair charges introduced for non-direct debit payers. Unfortunately, BT has chosen to ignore their customer's concerns, and so people have turned to Ofcom for support. This support has been completely lacking, with an arm waving "sorry but there's nothing we can do, lets have a friendly consultation shall we?" the best on offer from the "regulator".

Sure, other companies charge for non-direct debit payments. But these are clear when you sign up. When I signed up to BT 20 years ago, these charges did not exist. They should not be introduced for loyal customers who have existing contracts. They should be withdrawn immediately and any charges already collected should be repaid to those who have paid.