

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:

Yes

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 I AGREE

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

YES I 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?:

YES I AGREE

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

BT COMPLAIN PROCEDURES :

DESPITE ALL MY EFFORTS AND LETTERS SENT TO BT FOR THEIR CUSTOMER COMPLAIN PROCESS POLICY I HAVE RECEIVED NO INFORMATION BUT ONLY GENERIC LETTERS ABOUT THE OPTIONS/PRODUCT PACKETS BT PROVIDES TO THEIR CUSTOMERS.

REF MY REGISTER COMPAIN WITH BT Ref: and (). FOUR MONTHS ON GOING AND NO ONES FROM BT ISSUE ME THAT COMPLAIN PROCEDURE.

Additional comments:

BEYOND THE RECOMMENDATION FOR WAIVING UNFAIR CHARGES TO LOW INCOME COSTUMERS THERE IS THE ISSUE OF THE LOW: IF THOSE CHARGES ARE UNFAIR NO MATTER THE FINANCIAL CAPABILITY OF THE CUSTOMER/CONSUMER MUST NOT ONLY WAIVED BUT PAID BACK AND EVEN PAID COMPENSATION TO THE CONTRACTUAL PARTY THAT SUFFERS FROM THE UNILATERAL BREACH OF CONTRACT. THE RELEVANT UK ACTS DEFINE THAT REQUIREMENT WHICH OFFCOME RECOMMENDATION AVOID TO MENTION. AND THAT IS BREACH OF YOUR LEGAL DUTY TO THE UK CITIZENS.