

**Title:**

**Forename:**

**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

**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?:**

Homemovers. Currently, if consumers move into a new property, they have to set up a new BT number (even if the intent was always going to join another provider), which means they have to sign a contract with BT tying them in to 12/ 18 months. They have to do this even if they do not want to use BT as a provider. As soon as they wish to move to another provider they will be charged £70 for doing so. This seems unfair - consumers should be let off the charge if they move to the new provider within the first 30 days of connection. Could clarification on this please be given. Thankyou

**Additional comments:**