

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?:

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

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?:

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

Additional comments:

Virgin Media non-DD charge of £5 per month is grossly over what would be a fair charge. I understand that in this day and age where automated payments are the norm that sending out paper-bills will cost a few pence (including the postage charge) But this does not come to £5.

As for the claim that these extra charges offset the charges incurred for chasing bad debt, Virgin media also charge £10 for late payment and restricts services until the balance has been paid, This process is all automated and requires no input from staff to implement, so therefore no extra cost to the company.

As a customer who has no access to the competition (i.e. i have no BT line to my house so am unable to change to the competition) i feel that a charge equal to that of BT would be fairer and better for those on a low income.

On a second note, Gas and Electricity companies should also be brought to task for charging those customers who pay for their power BEFORE they get it using a pre-payment meter a higher rate than those who pay via the DD. After all, those who have a prepayment meter are never in debt to the company.