

**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?:**

Communication with customers

**Additional comments:**

Thank you for the work you are doing.

I emailed BT in February 2008, after reading their 'Changes to BT's pricing and Terms and Conditions', expressing my ethical concerns, particularly for the less privileged and elderly. I also copied my email to my MP for information. I had protracted email correspondence with BT because they did not respond to the issues I raised but told me instead what they thought I should know. My MP chose to forward my email onto BT's Chief Executive & last month sent a reminder having received no response beyond an acknowledgement.

I've 2 requests:-

1. Please consider the elderly - perhaps a special tariff as they do not always understand what is going on and are confused by it. Even though they may be financially comfortable they may not be able to cope with direct debit, the internet, etc. The schemes for those on benefits will not help this group.
2. Please set standards that mean providers have to respond to questions, not try and fob people off or ignore them.

Thank you.