

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:

As I understand it, OFCOM agree the BT Non Direct Debit Charge is unfair to a singled out group of customers, but as long as they know about it, it's OK, and OFCOM plan to do nothing about it.

I clearly know about it else I would not have complained, however if it is unfair, it remains unfair and I expected OFCOM to look after my interest and do something about it.

I am left wondering what use OFCOM are if they are not prepared to tackle this.

As it stands, I am disappointed and disillusioned!