

**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?:**

Name, account number, phone number, bill number

**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?:**

- Charges by BT that they declare are free but then charge for due very small hidden print. Examples of these are:

- 1) Charges for BT Answer 1571 - £2.55/quarter are shown to be FREE in their account summary but there are long and complex conditions under which these are chargeable
- 2) Charge for BT Caller Display - £4.45/quarter are shown to be FREE in their account summary but there are long and complex conditions under which these are chargeable
- 3) Mobile phone operators have Call and Text Plans but it is very difficult to work out from their billing on how and when the Call or Text limits were exceeded from those in the plan. When these limits are exceeded heavy charges are levied by the mobile operators T-Mobile and Vodafone

**Additional comments:**

The public spend a lot of their own time to try and sort out the errors and mischarging by operators but there is never any compensation for the amount of time wasted trying to rectify these situations.

All it results is in disappointment and lot of wasted time by the public. Some thing should be done to ensure that large operators do not keep wasting the precious free time of the public in chasing down their errors.