

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:

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?:

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:

My only complaint is telecoms companies place consumers at a catch 22 where one has no choice but to be placed on direct debit to save money or be charged. It is not in a consumers best interest and violates one's right. If my direct debit information is required why don't they provided there information to us. Some people are tight for money and can incur charges if their bank accounts don't have the money in the account which then results in problems for the consumer. Also customers should be informed of all potential charges before signing contracts. Yes one should read the contract and take a buyer beware approach but who reads them. The main thing a consumer is after is the length and how much a month they are paying.