

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:

TalkTalk charges.

July 2007 no charge for not paying by DD.

August 2007 warning on paper bill, if you do not pay by DD you will be charged an additional £3.50.

No paper bill charges up to Feb 2008.

March 2008 £1.00 paper bill charge.

April 2008 £1.25 paper bill charge.

I consider these charges to be unrealistic and money-grabbing.

Can pressure be put on these massive companies to not make the additional profit orientated charges or is Ofcom the same as the others with no teeth at all just recommendations and 'codes of practice' ?