

Title:

Mr

Forename:

Raymond

Surname:

Okonski

Representing:

Self

Organisation (if applicable):

Email:

What do you want Ofcom to keep confidential?:

Keep nothing 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?:

Be prepared to provide specific guidance by avoiding ambiguous terms (like 'reasonable') which can be widely mis-interpreted by carriers.

Additional comments:

Having now paid Virgin Media £60 in non-DD fees, I requested the company to refund these fees (as the company has regularly done so for 3 years previously. They refused, saying that it is 'only fair that non-DD users pay the additional cost of their chosen payment method. As I paid directly by BACS, NO additional fees were incurred by them. Further, as NTL, Virgin have taken 2 unauthorised and incorrect payments in the last 3 years, breaking my trust and the ending of their DD. Consumers are being bullied to accept VM's 'take it or leave it', or pay £60 extra.

I have never agreed to these fees, they were imposed without consultation or agreement, and requests to show how it costs VM £60 to accept my 12 monthly payments have been ignored. So much for 'transpa