

Title:

Mr

Forename:

Donald

Surname:

Pedley

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?:

It needs to be more specific regarding payment options. Why should I be charged £4.50 per bill in service charges if I choose to pay by standing order or direct internet payment. For these methods there is no charge for BT unlike cheques and if there should be a late payment then a late payment charge would be perfectly acceptable. I cannot understand BT's problem with direct payment options other than direct debit.

Question 2: Do you agree with Ofcom's proposed guidance regarding core terms and transparency?:

No. Needs to be more specific as above.

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?:

No. See first answer

Question 4: Are there any other issues that are covered by the Regulations which Ofcom should give guidance on?:

No.

Additional comments: