

**Title:**

Mr

**Forename:**

David

**Surname:**

Reekie

**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?:**

I thought this was the reason for their existence.

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

Too convoluted and obscure sentence to give an opinion.

**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?:**

"any administrative thresholds we have set on non-core terms to which we apply the test of fairness?" PLEASE try to express this in comprehensible terms.

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

**Additional comments:**

I simply wish to register my protest at BT introducing a charge of £4.50 for processing each payment by cheque.

I have written to BT's correspondence Centre on 21st September 2007 and received no reply.

I have sought some justification for such a charge where no other agency does likewise and received no satisfactory response.

As stated on the reverse of my invoice, I have telephoned to speak to the "Complaint Review Manager", but having negotiated my way through six different menus, no mention was made of any complaint options. The only person I was eventually connected to was unfortunately incomprehensible in English and in any case put the telephone down on me, despite my having remained the epitome of civility.