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, but not enough if companies don't act on these recommendations.

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?:

See below for community uses of ETCs. For the rest, I don't know enough to say, but perhaps more of a participative view could go towards engendering participation from consumers. Wikis, participative local meetings... And perhaps that should be paid for by the companies and providers.

Additional comments:

I'm writing with regard to section 5 - MCPs and ETCs.

In my opinion, ETCs are far to highly priced, even when the turning off fee is reduced to £10 a month. I can't believe setup costs are so high, or that they should be benefit only the media companies. ETCs should simply cover the cost of the media co's initial set up, and anything above that should go towards the long term maintenance of the service and of the communication capabilities of the area as a whole. That initial setup amount should be facilitated in order to provide more sustainable media/communications facilities to the home and business as a whole (not just that of the direct consumer!).

So for example consumers should be encouraged to buy rather than rent services or routers/cable boxes, to club together and share bandwidth or lines within buildings or shared houses, and for lines or services when put in to be easily available to the next person. So for example, why can't I ask the next resident of this address if they want to share my virgin contract, and switch to their name?

The companies who provide services should be given incentives towards getting the country towards long term good services that don't depend on up-front costs. This is better both for the companies and for the local areas involved.

To make a personal example - I presently find that I've been unjustly penalised for

moving home after taking out a virgin media contract:

People using the recent 40 pounds a month deal, who move house, can't move to places with existing virgin media accounts, and even if they can, they have to start a completely new 12 month contract thus being tied to the company. No thought is given to the changing nature of people's lives as they find partners or start families(or lose them!) - so that's an ethical and cultural issue as well. No benefit is derived in the long term for my present accomodation either - for the next people who will live at my current address and area, deriving from my stay and the company I chose to provide broadband/phone/mobiile and TV from.

To illustrate this last point a bit better, at my previous residence, I had the good fortune to benefit from a community wifi service - from Bristol Wireless, which consisted in a one off £50 install of an antenna on the roof and a router in the attic. Now this free (albeit low bandwidth) internet access will be available to the next resident, subject to maintenance issues.

I would support a high ETC if it were to benefit communities around the UK and not just the company's own sustainability! Perhaps a grants system for local communications or volunteer run charities could benefit from this money. Whatever the solution, the perception I have of companies like Virgin Media is that they really penalise you for being poor, for moving house frequently and for a lot of other social situations, and that is not good for these companies, or for the many many other people in the UK in this situation.