

**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?:**

Not aware of any

**Additional comments:**

BT sent me this message "This email is to advise you that last month you exceeded the usage allowance for your BT Total Broadband Option 1 service. Your current monthly usage allowance is 5 GB. Your total usage for last month was 5.36 GB"

I asked them if there was any way that I could keep a running check of my usage. They said no but suggested I search for a commercial application.

I consider it unsatisfactory that BT wish to 'punish' me by imposition of additional charge when they provide no way that I may know what my usage is. Gas, electricity and water companies provide meters - why not BT. I have done some research on the independent monitors and understand that if a variance is raised between BT figures and those obtained by me, they refuse to accept that monitor results and declare their measurements are the only ones they use. At the very least, I consider their denial of providing facts is a sharp practice.