

Consultation response form

Your response

Department for the Economy

Question	Your response
<p>Question 1: Do you agree with our proposals to introduce rules and accompanying guidance requiring providers to send customers roaming alerts that include information on roaming charges, mobile bill limits and where to access more information?</p>	<p>The provision of this information would be useful and welcomed.</p>
<p>Question 2: Do you agree with our proposals to introduce rules and accompanying guidance requiring providers to (a) have and publish measures to enable customers to reduce and/or limit expenditure related to inadvertent roaming while in the UK and (b) provide information on how to avoid inadvertent roaming both in and outside of the UK?</p>	<p>Is this response confidential? – No</p> <p>The proposals are very comprehensive and should address the challenges faced by consumers due to inadvertent roaming, particularly those affected in Northern Ireland especially those living / working around the border regions as reflected in the consultation.</p> <p>However, it is also important to not overload consumers with information to the point that they may not read it (particularly if it's in lengthy text message notifications or small print).</p>
<p>Question 3: Do you agree with the proposed implementation period of 6 months from publication of the statement and changes to General Condition C3 and guidance?</p>	<p>Is this response confidential? – No</p> <p>Six months would be considered a sufficient timeframe to allow providers to make the necessary changes required to implement the new proposals.</p>

