

Your response

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><i>Is this response confidential? – N</i></p> <p>The FCS understands the customer benefits with the proposed notifications. However, implementing the required detailed notifications, in the wholesale / reseller channel will not be possible and could put customers of the channel at a potential disadvantage, when compared with customers using the mobile network providers directly.</p> <p>Therefore, FCS would encourage Ofcom to consider the wholesale / reseller channel when assessing the level of detail that should be supplied to customers and to ensure that mobile networks are required to provide a way that allows wholesale channels to provide the level of detail required.</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><i>Is this response confidential? – N</i></p> <p>The FCS agrees with Ofcom's proposals to introduce rules and accompanying guidance that will require providers to have and publish measures to enable customers to reduce and/or limit expenditure related to inadvertent roaming while in the UK and also provide information on how to avoid inadvertent roaming and associated costs both in and outside of the UK.</p> <p>Our members are keen to see clarity and simplicity throughout the supply chain and believe there are practical things that can be introduced to improve customer experience.</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><i>Is this response confidential? – N</i></p> <p>FCS member feedback indicates that the proposed implementation period of six months from publication of the statement and the changes to General Condition C3 and guidance,</p>



will in many instances in the wholesale / re-seller channel, be insufficient to enable the channel to implement the detailed notifications to customers. This feedback is based on members previous experience.

Please complete this form in full and return to RoamingConsultation@ofcom.org.uk