

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>Yes, we in Tourism Northern Ireland agree (we don't want any unpleasant surprises regarding mobile phone charges that could negatively impact on our visitors from GB/EU countries. Visitors should not have their memories of their holiday to Northern Ireland tarnished by unexpected charges).</i></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>Yes, we agree.</i></p> <p>(a) Companies should publish their roaming charges so that visitors can make informed decisions on their call and data usage.</p> <p>Companies should be required offer advice to consumers where inadvertent roaming results in a default of payment.</p> <p>Providing details on how to manage roaming costs should be just good customer care on behalf of the providers.</p> <p>(b) We used to have alerts in place before the EU abolished roaming charges to advise that international roaming charges are applicable.</p> <p><i>Companies should advise their customers on how to reduce charges when roaming occurs and make it easy to take actions to reduce costs.</i></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>Yes, we agree.</i></p> <p>Most of the measures were in place previously. With better technology in place advice and customer care should be better.</p>

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