

## Consultation response form

Please complete this form in full and return via email to [improving.engagement@ofcom.org.uk](mailto:improving.engagement@ofcom.org.uk) or by post to:

Carmen To  
Ofcom  
Riverside House  
2A Southwark Bridge Road  
London SE1 9HA

<b>Consultation title</b>	Consultation on end-of-contract and out-of-contract notifications
<b>Full name</b>	Desmond Chin
<b>Contact phone number</b>	[X]
<b>Representing (delete as appropriate)</b>	Self
<b>Organisation name</b>	
<b>Email address</b>	[X]

## Confidentiality

We ask for your contact details along with your response so that we can engage with you on this consultation. For further information about how Ofcom handles your personal information and your corresponding rights, see [Ofcom's General Privacy Statement](#).

<b>Your details: We will keep your contact number and email address confidential. Is there anything else you want to keep confidential? Delete as appropriate.</b>	Nothing
<b>Your response: Please indicate how much of your response you want to keep confidential. Delete as appropriate.</b>	None
<b>For confidential responses, can Ofcom publish a reference to the contents of your response?</b>	Yes / No

## Your response

Question	Your response
Question 1: Do you agree with our assessment of harm relating to residential consumers and Small Businesses?	Confidential? – Y / N Yes
Question 2: Do you agree that providers should send both end-of-contract and out-of-contract notifications?	Confidential? – Y / N Yes, but I think that this not sufficient, as I do not think this prevents vulnerable customers receiving unreasonable contract
Question 3: Do you agree with our proposal that notifications should be sent to all residential and Small Business customers who take Public Electronic Communications Services?	Confidential? – Y / N
Question 4: Do you agree with our proposals on the content of the end-of-contract notification?	Confidential? – Y / N
Question 5: Do you agree with our proposals on the structure, method, timing and frequency of the end-of-contract notification?	Confidential? – Y / N
Question 6: Do you agree with our proposals on the content of the out-of-contract notification?	Confidential? – Y / N
Question 7: Do you agree with our proposals on the structure, method and frequency of the out-of-contract notification?	Confidential? – Y / N This still enables firms to rely on customer inertia and does not solve the real issue.
Question 8: Do you agree that our proposals are both effective and the minimum necessary to achieve our policy objectives?	Confidential? – Y / N No, as only the contractual separation between device and service charges will reduce the consumer detriment.  This is because where market failure is present, regulators need to intervene to prevent consumer harm. Those least likely to switch will not be helped by information provision alone.  The separation of the charges will also mean that consumers are aware of the charges for each part of the service and not just on bundles which can operate in an opaque basis, as consumers do not know how the bundle price is made up.  Bundles are never clear as to how the price of the bundle elements.

<b>Question 9: Do you agree with the impacts we identify, and the approach we take to quantify these impacts, in our assessment in Annex 6?</b>	Confidential? – Y / N
<b>Question 10: Do you agree with our provisional assessment that the potential costs for providers are not disproportionate in order to achieve our policy objectives?</b>	Confidential? –Y / N I think that there should be compulsory separation in charges between devices and services, and device charges should automatically expire at the end of the relevant contractual period when the price of the device has been paid for.
<b>Question 11: Do you agree with our proposed implementation timescale for end-of-contract notifications and for the one-off notification to customers who are already outside of their minimum contract period?</b>	Confidential? – Y / N
<b>Question 12: Do you have any comments on the draft condition set out in Annex 9 to this document?</b>	Confidential? –Y / N

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