

Your response

Question	Your response
<p>Question 1: Do you agree with the concerns we have identified in relation to bundled mobile airtime and handset contracts?</p>	<p>Confidential? – Y – this affected me with my contract with EE where I was paying £42 per month and I did receive a reminder to say the contract was finished but I didn't think anything of it that I continued to pay the full £42 for the handset and contract until a friend informed me O2 has two payments, one for the handset and the other for the contract and once the contract finished and you have paid the handset off, they only pay the contract amount. I contacted EE in regards to this and they informed me they just carried on taking the full payment (they had to confirm this with a manager that it had always been this way) and that it was up to the client to change their contract if they wanted to. I wasn't aware of this and hadn't been told, if it was in the terms and conditions I either didn't understand it or because it had been a 2 year contract I had forgotten.</p>
<p>Question 2: Do you agree with the options we have outlined as potential remedies for the concerns identified?</p>	<p>Confidential? – Y</p>
<p>Question 3: Do you have views on additional solutions we should consider, including on split contracts?</p>	<p>Confidential? – Y – You could take an approach like O2 and have two payments, one for the handset which the mobile provider stops once the contract term has finished to ensure you aren't over paying for the handset when this is paid off and the other for the actual contract which continues.</p>