

Your response

Question	Your response
Question 1: Do you agree with the concerns we have identified in relation to bundled mobile airtime and handset contracts?	Not confidential. Yes I do agree with your concerns.
Question 2: Do you agree with the options we have outlined as potential remedies for the concerns identified?	Not confidential. Yes I agree with your solutions although there is a need to remind customers in good time of all the options and that if all else fails customers should be migrated onto the airtime part of the contract automatically and the customer so informed.
Question 3: Do you have views on additional solutions we should consider, including on split contracts?	Not confidential. I feel that at least one of the options should be for a split contract.