

1. Suppliers must provide freephone contact and easy approach/access to speak to Customer Service and respond in short period in case of must pay compensation;
2. In spite of competition, UK prices are higher than other European and American counterparts i.e. BT and all mobile networks;
3. Ofcom must play as an proactive regulator rather than a sideway colluder with the suppliers and use media regularly for public consensus and an active agent to change the law for the benefit of public;
4. Ofcom must publicise and globally deter the suppliers small letters cheat in the contract and suppliers must provide product what they have promised i.e. Talktalk promised 8MB internet however in reality my internet is slower than the speed on an ant and it is frequently not responding too. Similarly, when I moved from BT to Talktalk Talktalk did not provide immediate supply of the internet and I was with Orange pay as you go. But according to my package, during the period Talktalk did not provide internet and I was using Orange, Talktalk should have not charged my telephone bill for the interim period when using Orange for email/internet, but in fact both Talktalk and BT charged me heavily for that period-over £150.00. In reality during the last five years I never paid more than £5.00 a month to BT for Orange/Wanadoo/Freeserve pay as go service, but for this bill both BT and Talktalk(using the same BT line) charged me heavily and both of them must repay. I have also a problem with Ontel- now part of Talktalk, for over two years they are charging me for a mobile number which has not been used(07733 386 607) but now they are trying to resolve the issue-would you say it is never too late. Two years tension and harassment!!.
5. It is impossible to get written reply or speak direct to the suppliers appropriate section and it is tantamount to harassment for a customer.

There is another issue with the mobile telephone providers. The cashback they offer through subcontractors and not direct to service users. It should be executed direct with the service users. Some subcontractors disappears before payment of cash back to service users. Here the other question arise, if the mobile network suppliers can afford to offer a £35 Per month tariff for £10 per month after 12 or 18 months and during the agreement period the service user only pays for 12 months £2.99 or £4.99 per month, it means the suppliers can offer such them without loss on such reasonable rate. However they charge for such contract normally £35 per month. Why it is so. Why they loot the service user?. It need to be debated.

Also some suppliers like Talktalk offers under International deal to talk on landline to all European, some American and other countries free for one hour, the mobile phone supplier should also do the same. Also the offer should be open not only for landline but also overseas mobile phones. If I want to contact some one on mobile in Europe or USA and I have free minutes to use in the UK it should be extended to USA and European countries.

Effective communication is the source of effective and efficient business creation and telephone and mobile phones is the tool to enhance this. Also the more one uses such communication the more business the suppliers will get and it will multiply the business of telecommunication companies.