

Question 1:Do you agree with the proposed distinction between citizen and consumer interests? :

Question 2:Do you agree with Ofcom?s position on vulnerable consumers? :

Question 3:Do you agree with the proposed high level objectives for consumer policy?:

Question 4:Do you agree that the proposed indicators provide an appropriate basis for monitoring consumer interests? Are there any other indicators which should be used? :

Question 5:Do you agree that Ofcom should publish an Annual Report on the Consumer Interest? :

Question 6:Do you agree with the characteristics identified of effective consumer protection?:

Question 7:Do you agree with the assessment and priorities for rights and regulations?:

Question 8:Do you agree with the assessment and priorities regarding consumers? awareness?:

Question 9:Do you agree with the assessment and priorities regarding complaints handling and redress?:

Question 10:Do you agree with the assessment and priorities regarding monitoring and enforcement?:

Question 11:Do you agree with Ofcom?s approach to the provision of consumer information?:

Question 12:Do you agree with Ofcom?s conclusion on consumer awareness of suppliers and services?:

Question 13:Which of the options on comparative price information, if any, do you favour? Are there other options Ofcom should consider?:

Question 14:What is your opinion about the ideas for generating awareness of price comparison information?:

Question 15:Do you agree with our proposed approach regarding the Quality of Service initiatives?:

Question 16:Do you agree with our proposed regarding switching processes?:

Additional Comments: You need to have rules that are enforceable by hefty fines for companies that do NOT comply. This is the only way to ensure 100% compliance.

Also, the marketplace should be opened up so that you can change to the provider of your choice for ANY product, and not just to or from BT.

This is of particular importance for the NGN numbers, as a lot of clients are tied to very uncompetitive deals and cannot migrate the service to a more suitable alternative as transfer agreements are not in place. Clients should be able to have 100% choice of the provider that they port their NGN number to or from.

There should also be clear restrictions on the maximum length of contracts, and should include some consumer protection if the rates are totally uncompetitive. I am aware of an alternative provider that took the business of a client of ours on a 3-year contract, with LCR rates that were not only ~25% higher than the ones that they had agreed to with us, but were also significantly higher than BT's.