

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: Since ofcom has consistently failed to adequately protect citizens against the monopoly power of the telecoms industry the answer has to be this is

a waste of time.

Here are just three of the failures of ofcom:

Failing to bring down the huge cost of calling from fixed to mobile networks and vice versa and between mobile networks. Ofcom says this does not require heavy regulation because there is "adequate competition". This is not true there is a quasi monopoly because no company will bring down the costs because it is in their joint interest to keep costs to the consumer high.

Failure to protect consumers from competition/quiz premium rate telephone numbers advertised on the TV and in junk mail - which make vulnerable consumers think they are entering a competition when in fact they are entering a lottery/sweepstakes with the chances of winning bearing no relation to their ability to answer the question.

Failing to bring to a timely end the abuse of the NGN number scam.

I remember reporting to ofcom the anomaly of these numbers when I returned from working in Germany in 2001, when I said the cost of calling many companies in the UK was 3 times the cost in the UK as when calling those companies from Germany.

I received the reply that this was under review. Now, more than 5 years later the abuse continues.

Today's press release by ofcom on this subject is laughable. The proposal is to introduce new regulations 18 months after the summer of 2006 (far too late) and with loopholes that will allow telecoms companies to continue to rip off their customers after this date.

Ofcom should either ask the government for adequate regulatory powers to end scams and abuse or should disband itself.

G. Cole