

Ms C. Sandwell

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: I agree with Ofcom's desire to protect the consumer and fully support the need for increased clarity of information to enable the consumer to make informed choices.

However I am concerned that Ofcom's proposals regarding the 08 number ranges seem focussed on fixed line calls and do not provide sufficient protection for the mobile consumer.

As Ofcom itself has shown, mobile calls account for a large proportion of the marketplace. Yet having recently decided to change mobile provider, I found their tariff information on calling 08 numbers very unclear. When I rang to check I was horrified to find out that out that they could be 60p per minute and a customer service advisor even gave me an example of a customer being charged £3 per minute!

Surely this is an area Ofcom should be reviewing to protect us? I would like to understand why Ofcom has not tackled this properly?

I believe that asking the consumer to understand one set of charging structures for fixed line and another, very unclear and hugely diverse set, for mobiles only adds to the confusion.

I don't understand how Ofcom will improve pricing transparency and consumer protection unless its proposals go across BOTH fixed line and mobile calls