

Cover Sheet for response to an Ofcom Consultation

BASIC DETAILS

Consultation title: Telephone Numbering - Safeguarding the future of numbers

To / E-mail address: Nic Green NumberingReview@ofcom.org.uk

Name of respondent: Mrs Barbara Chamberlain

Representing (self or organisation/s): Self

Address (if not received by email):

CONFIDENTIALITY

What do you want Ofcom to keep confidential?

Nothing	<input type="checkbox"/>	Name/address/contact details/job title	<input type="checkbox"/>
Whole Response	<input type="checkbox"/>	Organisation	<input type="checkbox"/>
Part of the Response	<input type="checkbox"/>	If there is no separate annex, which parts?	

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Name
Mrs Barbara CHamberlain

Signed (if hard copy)



I do find these consultations rather confusing for the average, non-technical telephone use. As a consumer, I want to be able to have an inclusive telephone package and KNOW what is and is not included (in my view, everything except calls abroad, to mobiles and to premium rate ie 090 numbers should be included). It has now become so confusing – at one time, any number starting 0X00 was free; now, I do not know if 0700 is free, mobile or premium rate, included or not. What about 0500 which are described as freephone or is that now only 0800? The mess regarding NGNs, in particular 0870 & 0845 is farcical – I note that even a large company like ARGOS is now confused, describing some supplier helplines in its catalogue with 0845 numbers as free! How is the consumer supposed to understand this?

To add a further layer or number of layers to the existing confused system will create even more chaos and lead to many people, particularly the elderly and those not up to date with the system, to incur high telephone bills that they will have difficulty in paying. I really think that the existing problems and confusions need to be resolved BEFORE anything further is done with the telephone numbering system. As a consumer, I also feel it unreasonable that I should have to keep consulting the websites of numerous organisations to keep abreast of changes. BT's site seems very confusing so I end up emailing my telephone provider with specific questions about the costs of calls to various types of numbers which is a very unsatisfactory situation, as I am sure you will agree.

In conclusion, what is needed is simplicity, clarity and transparency of cost, where all telecoms providers work to the same system and people know exactly what their commitment is before lifting the receiver.