

The document is very lengthy and worthy.

However it lacks 3 elements:-

1. The very sound business principle of "KISS": far too many pricing structures are proposed
2. No effort seems to have been made to keep prices down: even a look at http://www.skype.com/products/skypeout/rates/all_rates.html#listing-U will show that countries and telephone suppliers far larger than UK ones – such as USA and China – have apparently no such pricing as ours. (Is not Skype now part of a much larger organisation than BT?)
3. I cannot find any longer the earlier recommendation that 0871 number should be required to publish non-"national"-rate numbers as well. I appreciate that some specialist exchanges do not at this stage handle such: but overhead control on behalf of the consumer should surely be a priority.

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