

Response From Ms Kathleen Higgins

I wish to support the campaign re 0870 telephone numbers. The cost of some of the calls I have made particularly where a complaint is being made or a company has made a mistake, is prohibitive . Farlung call centres can take anything up to 20 minutes to complete business particular as they all seem to have a script to adhere to which is impossible to avoid. National charges equivalent to other long distance numbers should be applicable including free calls depending on the contract with the telephone provider.

Kathleen Higgins