

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:	Lawrence Kinney	
Representing (self or organisation/s):	Self	
Address (if not received by email):		

CONFIDENTIALITY

What do you want Ofcom to keep confidential?

Nothing	<input checked="" 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
Lawrence Kinney

Signed (if hard copy)

At this time my main points relate to 0870 and 0845 numbers.

My prime concern is on the use of 0870 numbers for the following reasons:

= No clarity on costs. Customer has no obvious way to find out.

= It is in the interests of company's to provide as poor a service as possible. Doing so entails phoning back to resolve. Then there will be 20 minute queue's. When you compound this a number of times, it is an absolutely great way to make money by literally stealing money out of the customers pocket without them really knowing what is going on. Someone else will get jailed by doing this in a different way.

= As a normal consumer I have two individual companies that I have problems with at present. The first company is Sky TV where I was promised a rebate of £50 some 30 months ago. I keep phoning the 0870 number and they tell me it is agreed, but the £50 never appears. I wonder are they waiting until they earn sufficient rebates on my account before they are going to pay me. I now have another problem where they have taken £90 from my account and again despite a number of calls, no money.

The second company is o2, where I have a mobile contract. The deal was for a half-price rental. When my first bill came in full rental was charged. When I called them, they credited back a rebate and confirmed it would be adjusted from there onwards. No such luck still drawing full rental. I must admit I wonder is this intentional, as they have stopped providing itemised billing so many customers may not know what there final bill will be.

Calls to sort out a waste of time, never mind the cost and time needed to do this. I have been a customer of o2 for nearly four years now and, another thing that annoys me about this company is that they have had email addresses on their bills for as long as I have dealt with them. I have sent various emails since I started dealing with them, not one has ever got a reply. I do not believe that if you challenge this company on this issue, this will be an intentional practice. I wonder how long I would get off without paying o2

I would appreciate that the issues with o2 could be officially addressed to the company.

= My other concern relating to both 0870 and 0845 numbers, relate to the mobile networks. Now new contracts are excluding these from packages. Firstly what is the real justification? Whatever way, these, need to be addressed there should not be the opportunistic avenues open to the mobile networks to cream off easy revenue. The likes of o2, can make an absolute killing here. To contact o2 my provider you are charged 25p a minute over and above your tariff. Average call time 20-30 minutes. This is highway robbery. And how do they earn more, by turning a poor service into an abysmal one. Your organisation need to address these types of issues. Why are companies allowed to make extra profits by providing a worsening level of service.