

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:	Michael Siebert	
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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DECLARATION

I confirm that the correspondence supplied with this cover sheet is a formal consultation response. It can be published in full on Ofcom's website, unless otherwise specified on this cover sheet, and I authorise Ofcom to make use of the information in this response to meet its legal requirements. If I have sent my response by email, Ofcom can disregard any standard e-mail text about not disclosing email contents and attachments.

Ofcom seeks to publish responses on receipt. If your response is non-confidential (in whole or in part), and you would prefer us to publish your response only once the consultation has ended, please tick here.

Name

Signed (if hard copy)

Thank you for the opportunity to respond to the consultation.

One of the huge benefits that has followed deregulation of telephone communications is that a large number of service providers have been set up and who have been able to set a range of tariffs. It can truly be said that there is now no such thing as local rate or national rate for phone calls.

Many subscribers can now include all calls to "normal" numbers (i.e those beginning with 01 or 02) within their subscription. It is also possible to use various services now whereby using a prefix number when making a call to such a number is charged at a flat rate irrespective of the length of the call.

What is less easy to determine is what will be the cost of a call to any other number, be it 03-, 07-, 08- or 09- In these circumstances, I believe that when a call is made to any number other than one beginning with 01- or 02- there should be a clear message stating what the cost of the call will be. I also believe that the caller should have to indicate willingness to accept this charge, e.g. by keying in a response to a menu, such as "Press 1 to continue the call at x pence per minute; press 2 to terminate the call". Charging should not commence until a positive choice to agree the charge is made. This should include calls made to mobile telephones.

In addition, where the person being called receives all or part of the call charge, the message should include this fact. What started as a convenience when BT set local and national call charges has turned into an income generator for many businesses without their customers being aware of that fact.