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: Name Withheld 10

Representing (self or organisation/s): Self

Address (if not received by email):

CONFIDENTIALITY

What do you want Ofcom to keep confidential?

Nothing	☐	Name/address/contact details/job title	✔
Whole Response	☐	Organisation	☐
Part of the Response	☐	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)

Comment:

Any organisation using an automated answering service with menus should be made to provide it free to the user especially if they are public body.

Many help lines use 0870 numbers. Having already worked through 8 plus menus, very often the dialler has to wait for a long time before someone answers. On some occasions I have done this and been cut off or then transferred to answer phone to say that no one is available. If the companies are paying it might improve the service!