

## Cover Sheet for response to an Ofcom Consultation

### BASIC DETAILS

<b>Consultation title:</b>	Telephone Numbering - Safeguarding the future of numbers
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<b>Name of respondent:</b>	Confidential 4
<b>Representing (self or organisation/s):</b>	self
<b>Address (if not received by email):</b>	

### CONFIDENTIALITY

#### What do you want Ofcom to keep confidential?

Nothing	<input type="checkbox"/>	Name/address/contact details/job title	<input checked="" 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

Signed (if hard copy)

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<p><b>Question 1:</b>  <b>What are your views on the strategic principles that Ofcom proposes to apply to its numbering policy decisions?</b></p>
<p>I think that you should look very carefully at companies using 084 and 087 numbers as a source of revenue, particularly banks, when you often have to wait a long time to speak to someone, and also government agencies. I am totally against the use of these numbers in the main. We should have all guessed that it would be costing us a fortune when companies started to use them as the norm.</p>
<p><b>Question 2:</b>  <b>What do you think are consumers' key current views on numbering, how do you think those views will change, and how should Ofcom's current decisions take those changes into account?</b></p>
<p>I think that as soon as we all got a better deal on phone calls, all these more expensive numbers suddenly made an appearance. Not really surprising to the British consumer!</p>
<p><b>Question 8:</b>  <b>Do you agree with Ofcom's proposal to open a new '03' number range for non-geographic, non-revenue sharing services?</b></p>
<p>Most definitely yes, as long as it will definitely stay that way.</p>
<p><b>Question 9:</b>  <b>How should the '03' range be structured, in terms of tariffs and services ?</b></p>
<p>The price of calls should be kept low, how on earth pensioners and poorer people are supposed to pay for all these expensive calls is a mystery to me.</p>
<p><b>Question 10:</b>  <b>How should the '08' range be structured, in terms of tariffs and services?</b></p>
<p>There should be a great deal more transparency as to what the cost, per minute, of these calls is, before the consumer has to make the call. There should also be more information about who, exactly, will be profiting from the cost of the call.</p>
<p><b>Question 11:</b>  <b>Which broad approach should Ofcom take to structuring the '09' range, and if a re-structured '09' range is preferred how would you arrange the different types of '09' services (e.g., according to price per minute, price per call, inclusion of adult content)?</b></p>
<p>No comment to make</p>
<p><b>Question 14:</b>  <b>Do you agree that personal numbers should have a tariff ceiling (or recorded message) to restore trust in those numbers? If so, what level, and should that ceiling include the cost of recorded messages?</b></p>
<p>Definitely, no more than 20p per minute</p>

<p><b>Question 15:</b>  Do you agree with Ofcom's proposals to move personal numbers (with the same consumer protection provisions) to the '06' range and to pursue the direct allocation of numbers to end users as proposed at some point in the future?</p>
Yes
<p><b>Question 16:</b>  Do you have any comments on the use of the 05 number range?</p>
No
<p><b>Question 17:</b>  Do you agree that Ofcom's overall proposals for a future Numbering Plan are coherent and comprehensive, and do you have any comments on the timescales in which the changes should be implemented ?</p>
Yes and no.
<p><b>Question 19:</b>  Do you support the proposal to extend the tariffing provisions of the Numbering Plan so that they apply to customers of all providers on all types of network?</p>
No comment
<p><b>Question 20:</b>  How do you think the new Numbering Plan could be effectively communicated to consumers?</p>
By some method that they could refer to at a later date, without having to watch or pay for silly advertisements. Post would probably be the best option, or maybe by email for people who are online.
<p><b>Question 34:</b>  Do you agree with Ofcom's assessment of the problems with current 08 and 09 in terms of information clarity and consumer perceptions?</p>
Yes
<p><b>Question 35:</b>  Which of these options for current 08 services do you think is best in terms of a) increasing consumer transparency and b) minimising the costs of re-structuring the 08 range?</p>
Going for the 03 option, and insisting that telephone companies agree not to take 03 numbers out of their cheaper calls options.
<p><b>Question 36:</b></p>

<b>How might early migration to the '03' range be encouraged? Not sure</b>
<b>Question 38:</b> <b>Should there be any PRS number ranges (09x) with no tariff ceiling ?</b>
No
<b>Question 45:</b> <b>If a new sub-range is made available for personal numbering services, how long should the current '070' sub-range remain available for existing providers, in order to minimise migration costs ?</b>
A 6 month period