

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: Confidential 8

Representing (self or organisation/s):

Address (if not received by email):

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? | |

Note that Ofcom may still refer to the contents of responses in general terms, without disclosing specific information that is confidential. Ofcom also reserves its powers to disclose any information it receives where this is required to carry out its functions. Ofcom will exercise due regard to the confidentiality of information supplied.

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)

Countrywide numbers - a new range of Non-Geographical Numbers

Will Ofcom ensure that telephone providers include this new range in any inclusive minutes and therefore free?

New range for Personal (follow-me-anywhere) numbers

Will Ofcom ensure that companies that are using these Personal (follow-me-anywhere) numbers to gain revenue (eg stealth premium rate) to move to relevant 09x numbers that were specifically designed for this purpose?

Personally I think it is despicable that companies are gaining income from their customers calling them with a query or problem often caused by the company making a mistake and we the consumer have to pay (via the telephone call) to have the mistake rectified. Some calls can be in excess of 25/30 minutes which certainly adds us up. I have a calling plan on my telephone for free daytime/evening/weekend calls and I still have to pay around £4.00 per month extra charges to call 0870 and 0845 numbers. I try to avoid companies that use 0870 numbers but it is becoming increasingly difficult to do so. Please do something about to ensure fair treatment for the customer. These companies make enough money out of the humble consumer as it is.

Special (chargable) Services

Does Ofcom still plan on introducing their recommended suggestions as mentioned in the last consultation, "[NTS: A Way Forward](#)" Consultation like removing the revenue share (hidden premium) from 0870 numbers, and over time, to 0845 numbers as well?