

From:
Sent: 02 May 2006 11:34 AM
To: NumberingReview
Subject: Response to Ofcom Consultation

Follow Up Flag: Follow up
Flag Status: Completed

There is a major problem with 0870 calls in particular as they are mis-described as national rate calls when in fact they are more expensive. Companies are in the invidious and even sneaky position of making money when someone rings them to complain. All call charges should be crystal clear and transparent to the user and my suggestion to resolve this is whenever a call is made that a recorded message states the cost per minute at the outset ie as soon as a call is dialled but before connection is made. This then gives the caller time to reconsider proceeding with the call. In domestic situations this can often be a non bill payer. And likewise in commercial circumstances where the boss may not make an unnecessary/undesirable call but picks up the bill and could be involved in easily avoidable and time consuming disciplinary proceedings.

Roger Jones