

Response From Mr Rob Salmon

I would like to complain about the use of 0870 and 0845 numbers by many large organisations who don't offer an alternative phone number.

Many of us have a phone package that gives free UK calls exclusive of 0870 and 0845 numbers. I know the organisation gets a rake off from the calls and I think this is scandalous. Even if you phone the Tax and Pensions Office you have to use these numbers.

The phone company can't tell you the cost of such calls in advance apparently - so NTL say but give a maximum of 10p per minute.

Also you are often left hanging on the phone for a long while listening to music and the company are making money out of your long wait- a reward for their inefficient call centres and it is certainly no incentive to get them to answer quicker.

This practice should be banned or at very least organisations should be required to publish on their letters an alternative ordinary phone number.

For the Government's Tax Office (and any public authority for that matter) to make money out of this scam is nothing short of disgraceful.

Yours faithfully

Rob Salmon