

Response From Dr Michael Swingler

We wish to express our very strong objection to the use of telephone numbers prefixed by the numbers 0845 or 0844 or 0870 etc. The use of these is without any justification at all. It is effectively yet another stealth tax.

Some organisations keep you waiting on line using endless contrived menus, presumably just to stoke up additional revenue. When the issue is to correct mistakes by them, this is particularly galling.

The other day I was forced to use a 0870- number and was told it was not expensive because it was at LOCAL RATE. On pressing them to actually qualify exactly what this meant I was told it was at 7p a minute !! This is extortionate: and since I was seeking to terminate arrangements with their lacklustre business, you can imagine I am still fuming.

Please cause this outrageous practice to end ASAP. Our concern is that they will carry on with the same fiddle, just by transferring to another prefixed number, so we would value your stopping up that loop-hole at the same time, please.

Kind regards,

Michael, Diane, Ben and Graham Swingler