

Response From Mr CM Wickes

I don't have the time to go through your questionnaire or evaluate the options you are proposing but I would like to give you feedback for your review.

My Wife and I opted for free landline calls with AOL some months ago and we are still spending around £5 per month on landline calls because AOL charge for 0870, 0845 and 0800 numbers. I find this very annoying and consider it to contravene the Trade Descriptions act as these are landline calls and should be free.

I also get extremely frustrated when calling on my mobile to a 'freefone' number and then told that I am being charged for the call.

I hope you will find these comments useful.

Yours faithfully

Colin Wicks