

**Question 1: Do you have any comments about the proposed extension of PRS regulation to 0871, 0872 and 0873 numbers?:**

About time this racket was stopped.

Let me name two companies who abuse 0871 numbers; Tiscali, and Savapoint.

Tiscali's customer service telephone is an 0871 number, and their online/e-mail contact systems seem to be contrived to be so cumbersome that quite often I need to speak to somebody "face to face". Twice I have had letters from Tiscali asking me to telephone them, costing ME 10p per minute to sort out Tiscali's errors!

Savapoint run an internet electrical goods shop. I had to return a faulty item, and it took 3 months before they refunded my money. They ignored e-mails, and the only way to speak to somebody was on an 0871 number at 10p per minute.

As a customer, I felt very badly abused by both of these scams, and I no longer deal with Savapoint. It is clear to me that these two companies have used the 0871 system in an immoral way to ensure that when things go wrong and "customer services" are needed, then the customer pays to use the "services". When the company has caused the problem in the first place, then why should the customer pay to sort things out?

This is exactly the sort of abuse of the telephone system that Ofcom should be stopping.

**Question 2: Do you have any comments about the PhonepayPlus Statement of Application and Ofcom's comments about the concerns that have been raised by stakeholders?:**

**Question 3: The proposed extension of PRS regulation would mean that service providers offering services on 09 numbers would not be permitted to use 0871, 0872 or 0873 numbers for complaints unless call charges are refunded. Ofcom would also welcome stakeholder comments about this secondary impact of the proposals:**

**Question 4: Do you have any comments on the proposed modifications to the PRS Condition?:**

**Question 5: Do you have any comments about the Impact Assessment for these proposals?:**

**Question 6: Do you have any other comments?:**