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Competition and Regulation
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Dear Mr Brighton

I heard your colleague Mr. Matt Peacock on Radio 4 the other day and I would like to respond by letter.

I was appalled at what I heard about 0870 telephone numbers. I have just made a purchase from Comet at their Folkestone branch, and the receipt tells me that if I need to make an enquiry about this product I have to phone 0870 542 5425. What they don't tell me is that these calls cost 8p per minute. I can phone a friend in Edinburgh during the day for 3p per minute (I'm on BT Option 1) and I don't see why Comet should get 5p for every minute they keep me on hold if I need to phone them because of some mistake they may have made with my order or its delivery.

These 0870 are not itemised on my phone bill. It's quite outrageous that they can take money off me in this way.

If I understand Mr. Peacock, then as far as I am concerned, merely asking companies like this to tell me what such calls cost is no answer to this underhand practise.

All 0870 numbers should be scrapped altogether.

Yours sincerely

V. Lanaway

Vera Lanaway