

**Question 4.1: Do you agree that the analysis set out in Section 4 and the supporting annexes which draws on our initial assessment in the December 2010 review, stakeholder comments and the further research undertaken in 2011, appropriately characterises the market , the market failures and the effects on consumers? If not please set out your alternative views:**

yes but very confusing in how it been set out in not sure you have catcher those on a moblie only contract

and i think some of your ideas in annex 13 are stupid .

the whole sector need to get it in to head we carnt all read stuff from the web and cost for low income consumers is really hurting as i was a former memeber of the older people and disabled people advisory committee at ofcom that i served for seven years . i banaged the drum that as we get more techincial and alrtatiy britain gets to bite thinking of money supermarkewt com and other fine if you can read online but i am get sick of having to argue for a hard copy of things . it should be madtory under the equaility act 2010 that all moblie and telecommunications provided have to be able to produce thinks that can be send in the post

the reason i say that i am personaly in the process of taking one of the moblie provider to the small claims courts under the equaility act 2010 for acting inlegally for not provided reasonable ajustments

**Question 5.1: Do you have any comments on our Equality Impact Assessment? In particular do you agree with our view that our proposals for changes to non-geographic numbers are likely to have an overall positive impact on the equality groups identified in Annex 15?:**

if you get and i gave some of a personal experiece if you get sorted that i might say you have achevied what you want

**Question 9.1: Do you have any comments on our assessment, and in particular the additional evidence (gathered since the December 2010 Consultation) which we have used to support our assessment, on our provisional conclusion that the unbundled tariff should be applied to the revenue-sharing NGC number ranges?:**

i think you need to go back and start again it the worst consultation paper i have seen since i have had involvement with ofcom since 2004 on this important issues

**Question 10.1: Do you agree with our proposal that the AC should be allowed to vary between tariff packages but that OCPs should be subject to a tariff principle permitting only one AC for non-geographic calls? If not please explain why.:**

no

i sick of complaining to mobile provider and being treated as stupid by staff and give the brush off . and i know i am right most of the time and i sick of junior staff with my mobile provided lecturing me when the system themn have is rubbish

**Question 10.2: Do you agree with our proposed structure for the AC, in particular that: (i) that the AC should be a pence per minute charge only, but can be subject to a minimum one minute call charge (ii) that the AC should not vary by time of day and (iii) that the AC can be included as part of call bundles/inclusive call minutes provided that inclusion does not differentiate by number range? If not please explain why.:**

no it need to be as simple as possible people with learning disability carnt process the information when it has this will cost a maxium per minute when in another part of the website or leaflet different rates and confusing and if that the way you are wanting to go i have wasted my time asking for thinks it should be part of the paperwork that is standard as part of the contract

**Question 10.3: Do you agree with our proposal not to impose a cap on the AC in the first instance? If not please explain why:**

no

because it stupid logic and if that you way of thinking then you are not looking out for the whole of the consumer world

**Question 10.4: Do you agree with our proposed approach for the structure of the SC? In particular that: (i) bespoke SCs should be prohibited (ii) that no further restrictions on the SC structure should be required (e.g. allowing ppm and ppc SCs, no restriction of ToD charging subject to ability of billing systems to pass through the charges) If not, please explain why and provide evidence if possible.:**

you have not explained it in a simple way to comment i suggest you start again

**Question 10.5: Do you agree with our proposals to impose maximum SC caps for the purposes of protecting the identity of the number ranges? Do you agree that the caps should apply to the 084, 087 and 09 ranges and that they should be set exclusive of VAT in the Numbering Plan? If not please explain why and provide evidence to support your position if possible.:**

no if you on low income it not helpful and very firgiting to have vat added on top

**Question 10.6: Do you agree with our proposed cap of 5.833p for the 084 range and 10.83p for the 087 range? If not please explain why.:**

no it should be zero because some of this numbers are now nhs direct and other essicial but non emerancy services numbers

**Question 10.7: Do you agree that the number of SC price points should be restricted? Do you agree that that restriction should be somewhere between 60 and 100, and where within that range do you consider would be optimal? Do you have any comments in relation to how Ofcom should decide where in that 60 to 100 range the maximum number of SC price points available should be set?:**

the range you suggest is too large a maximum 30 only no more

**Question 10.8: Do you agree with Ofcom's proposed approach to agree the relevant SC price points with industry rather than specifying them as part of the Numbering Plan? Do you have a particular preference for which SC price points are necessary within the different number ranges? What criteria would you propose for the selection of price points?:**

no you must direct the industry or what the point of this consultation

**Question 10.9: Do you agree with our assessment on the location of the AHP on BT's and other CPs' networks? If not, please explain why you disagree.:**

no bt charges far too much anyway as it charged on landline other provided a fixed fee for using the line anyway and the cost is often passed on to the consumer and also there has been times where bt have signed consumer to things they never asked for and i have raised with ofcom in the past

**Question 10.10: Do you agree that for calls that route via a transit network, the TCP should pay for transit? If not, please explain why you disagree. In particular please explain your views on how incentives can be included within an 'OCP pays' approach to ensure the TCP seeks to interconnect directly (where this is efficient) and not to reduce its points of interconnection at the expense of the OCP and efficient end to end call routing.:**

n/a

**Question 10.11: Do you agree with our proposed approach for calls between two non-BT CPs, both for the case when a transit network is used and for when direct interconnection is implemented? If not, please explain why you disagree.:**

non comment

**Question 11.1: Do you agree with Ofcom's assessment that an unbundled tariff should also apply to the 0845 and 0870 ranges? If not please explain why.:**

no comment

**Question 12.1: Do you agree with our proposal not to mandate the presentation of disaggregated AC and SC charges on customers' bills? Do you agree with our view that it should be up to OCPs to decide the best way to present these charges to their customers on bills OCPs but that we require that at a minimum, the OCPs should include the customer's AC on the bill they receive?:**

no

**Question 12.2: Do you agree with the requirement for a central SC database. If so what would be your preferred approach ? public sector or private sector provision? If you do not agree with the need for the database what approach for the dissemination and verification of SC would you prefer and why. Are there any other issues with respect to the database you would wish to raise? :**

in one case a mobile provider can't provide me with the basic of paperwork which is disgusting so good luck

**Question 12.3: Do you agree with the need for reformation of the existing processes for number range building and tariff change notification? If so, what do you consider to be the key characteristic of a revised set of processes? Do you consider that there is a need for regulatory intervention in their establishment, if so why and on what basis should Ofcom intervene.:**

with full regulatory power to come down hard with companies that fail to conform

and fine and ask should the senior board be held of a company personally responsibly as they are the legal body who set the direction of the company

**Question 12.4: Do you consider that there is a need for additional regulatory intervention in the area of end-users? access to non-geographic numbers, in addition to General Condition 20? If so why and what form should such an obligation take? :**

no comment

**Question 12.5: What steps / actions do you consider need to be undertaken to ensure changes to the structure and operations of non-geographic numbers are successfully communicated to consumers? :**

it has to be in hard copy and part of the contract and be provided as mandatory not as a option

**Question 12.6: Do you agree with our proposal that existing price publication obligations (with some modifications) are sufficient to ensure that consumers are made aware of their ACs? Do you agree that we would need to specify the AC as a key charge?:**

you should make it clear what ofcom expected and what will happen if provided fail and are seen to fail

**Question 12.7: Do you agree with our provisional view that the requirement for SPs to advertise their SCs could be implemented through a condition on SPs that is enforced through an industry Code of Practice and the ASA? Are there any other options (beyond the two outlined) which Ofcom should be considering? What do you consider is the best approach for securing industry commitment and developing a Code of Practice?:**

the code of practice should be on statutory footing and approved by parliament under communication law and consumer law

**Question 12.8: Do you agree internationally originated calls should be charged at the same SC as an equivalent domestic call? If not, please set out your reasons. Do you agree that originators should be able to set a separate AC level for roaming calls in a given country, though the other characteristics of the AC should still apply? :**

yes again enshrining into uk law as a statutory instrument or separate act as by repealing or amending the consumer credit act 2006

**Question 12.9: We would welcome stakeholder views on our proposed approach for applying the unbundled tariff to payphones. Do you agree that it is appropriate to allow payphones to set a minimum fee for non-geographic calls?:**

it should not either ringing a mobile or premium rate number on a call box you that your money runs out in about 40 secs and for those on low incomes it very costly so bt should be retained in and there are suitable payphones available .

**Question 12.10: Do you consider there is a need to exempt business to business telephony contracts from some of the constraints of the unbundling regime? Is so what exemptions do you consider appropriate and why are they necessary (please give examples of the conflicts you would identify if exemptions are not provided). To which contracts should the exemptions apply and why?:**

small business the big provided can absorb the cost

**Question 12.11: Do you agree with our proposal that implementation should take place 18 months from the date of the final statement?:**

no soon 6 months

**Question 13.1: Do you agree with our estimates of the billing costs for implementing the unbundled tariff, taking into account the discussion in Annex 19? If not, please explain why and provide evidence to support your**

**response, particularly of the level of costs you are likely to incur as a result of our proposals.:**

can't comment as your consultation is confusing in how it set out

**Question 13.2: Do you agree with our estimates of the level of migration and misdialling costs for service providers who may migrate as a result of the unbundled tariff (taking into account the analysis and evidence in Annex 12)? If not please explain why and provide evidence.:**

no comment

**Question 16.1: Do you agree with our assessment of the options for the 080 range? In particular, do you agree with our preferred option of making 080 genuinely free to caller? If not, please explain why.:**

they must free it should not be up for discussion you should impose it

**Question 16.2: Do you have any comments on the analysis used to develop the Impact Assessment Range for the mobile origination charge and the Mobile Maximum Price range for 080 calls as set out in Annexes 21 to 25? Please provide evidence to support your comments.:**

yes it confused unhelpful and badly written and the worst document i have seen come out of ofcom

**Question 16.3: Do you agree with our estimates of the level of migration and misdialling costs for service providers who may migrate as a result of our proposal to make the 080 range free to caller (taking into account the evidence and analysis in Annex 12)? If not please explain why and provide evidence.:**

no comment

**Question 16.4: Do you agree with our proposal to treat the 116 ranges in the same way as the 080 range (i.e. designate all as free to caller) as set out in detail in Annex 27? If not please explain why. :**

what is the basis of 116 it not on any of the mobile provider website