

Cover Sheet for response to an Ofcom Consultation

BASIC DETAILS

Consultation title: Telephone Numbering - Safeguarding the future of numbers

To / E-mail address: Nic Green NumberingReview@ofcom.org.uk

Name of respondent: Nicholas Hughes

Representing (self or organisation/s):

Address (if not received by email):

CONFIDENTIALITY

What do you want Ofcom to keep confidential?

Nothing	<input type="checkbox"/>	Name/address/contact details/job title	<input type="checkbox"/>
Whole Response	<input type="checkbox"/>	Organisation	<input type="checkbox"/>
Part of the Response	<input type="checkbox"/>	If there is no separate annex, which parts?	

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DECLARATION

I confirm that the correspondence supplied with this cover sheet is a formal consultation response. It can be published in full on Ofcom's website, unless otherwise specified on this cover sheet, and I authorise Ofcom to make use of the information in this response to meet its legal requirements. If I have sent my response by email, Ofcom can disregard any standard e-mail text about not disclosing email contents and attachments.

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Name
Nicholas C Hughes

Signed (if hard copy)

All 0845/0870 numbers should announce the charges before the call is connected, an answering device should state what the charge per minute is, e.g. "you are through to xyz ltd. If you continue this call you will be charged 60p per minute for the connection, if you do not want to be charged hang up now."

The charge would then be zero to the caller, unless they wanted to accept the charge by continuing the call.

The term 'national rates apply' are too vague and do not clearly state the charge.

Also the first minute i.e. 60p can be charged and you are still listening to an automated answering directory.

0845 or LO CALL numbers should be accompanied by the geographical number so that those callers who have an arrangement with their service provider can choose whether to use the LOCAL number or the geographical number which may enable them to obtain say 59 minutes for 10p as opposed to the 5p per minute for the LOCAL number. This is particularly true of Government departments that use 0845 numbers, to enable people to call them at a local rate but time has moved on and calling at the local rate can now be expensive.

The users of 0845/0870 numbers would not be able to use them if they do not comply with the above.