

Non geographic numbers should have an published alternative landline number for consumers to use if they so wish...choose to use either the advertised non-geographic or the alternative geographic number.

Have found my self wasting a lot of time trying to find out the cost of a non-geographic call to contact a company about a customer service issue...why do i need to pay to speak to customer service? Also, there is not a single place online, that can provide up-to-date call charges between service providers for non-geographic numbers...nowhere online. You have to search each service providers site, some provide this information readily available others are have this information buried deep in their website and you have to hunt to find the information (Virgin Media). Also, make all inclusive call packages offered by Sky, Virgin Media, BT, etc include all 0800/0840/0841/0870/0871/0844 (non-geographic) numbers. Seems like if you take up an all inclusive call package, you still end up paying call charges for calls to non-geographic number call to the customer service departments of businesses and government.

Finally, contacting a business government depart should not be a money making exercise for the entity...the phone is a communication tool. Or is it a money generator (except for telephone service providers)?

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

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?:

yes

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?:

no

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.:

yes

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, AC MUST be included as part of call bundles/inclusive call minutes provided that inclusion does not differentiate by number range