

# 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](mailto:NumberingReview@ofcom.org.uk)

**Name of respondent:** Peter Roberts

**Representing (self or organisation/s):** self

**Address (if not received by email):**

## **CONFIDENTIALITY**

**What do you want Ofcom to keep confidential?**

Nothing	<input checked="" 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?	

Note that Ofcom may still refer to the contents of responses in general terms, without disclosing specific information that is confidential. Ofcom also reserves its powers to disclose any information it receives where this is required to carry out its functions. Ofcom will exercise due regard to the confidentiality of information supplied.

## **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.

Ofcom seeks to publish responses on receipt. If your response is non-confidential (in whole or in part), and you would prefer us to publish your response only once the consultation has ended, please tick here.

Name

Signed (if hard copy)

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1. This consultation exercise has not been adequately publicised to members of the general public, many of whom have been affected by the 0870 charges scam for many years. Had there been better publicity I may have found out about this consultation at an earlier date and would have attempted to respond to the full consultation document.
2. Many organisations use 0870 numbers for taking orders and receiving complaints from their customers, with often no other advertised numbers available as an alternative.

As an example, I currently have two orders (placed via the internet) with two separate companies. Both of these orders are late (have not been delivered by the promised date) and neither company is responding to emails. In both cases the companies concerned have already debited my credit card and not delivered the goods. In fact one of these companies states that they may not respond to emails (even though the website says to contact them in this way) and instead sends out an automated email response asking customers to phone an 0870 number instead. The other company also has an 0870 number for enquiries. So, not only do they already have my money, they want to charge me more if I wish to complain! One of these firms advertises the cost of their 0870 number, the other does not.

In another case I order goods from a major company of worldwide renown. The goods were found to be faulty when delivered, and the technical support line was on an 0870 number which cost me several pounds just to arrange for the goods to be replaced or repaired.

These are just examples. My wife has added greatly to our phone bill by placing orders with companies on 0870 numbers where there is no clear indication in the catalogues as to what the charges are. There needs to be a clear definition of 'national rate' charges and an end to companies profiting from customers complaints.