

Mr Paul Jacobus

Dear Ofcom

This is the one sent via B.T. I've deleted it so it hopefully doesn't hit a mail filter...but you've seen it thousand times apparently so you know what it's about. :)

But just for the record I do think MTRs prices are unfair and they need to be slashed dramatically.

However my bigger concern is the way that call charges are published in general. I use Vodafone for mobile and BT for landline. My biggest complaint is that call charges across networks on mobiles are just not transparent enough.

Everybody knows that it costs more to call across networks. However there is no way of telling what you are being charged when you call an unknown mobile number, This I think is the Biggest problem going as the caller is completely blind to the rate they are being charged until they end the call and check their balance or worse, until they receive their bill or rapidly run out of credit during the said call.

I think there should be a message played at the start of every mobile to mobile call declaring the cost to the caller maybe not for standard charged or even 0870 numbers as the user knows what these cost but just any thing that the caller has no way of knowing about. Obviously these problems don't affect contacted phone users with endless minutes to use to any network, (I come into this category) but I feel that perhaps people in society who can't afford or don't want a contract are being ripped of somewhat and its time somebody did something about it.

I trust this issue into your hands. I believe it strongly and have done for some time even though I am a contract phone user. I hope you can see my point that this is an unfair treatment of customers across all networks and that it needs to be tackled without delay.

Regards, Daniel Van De Bulk

p.s feel free to publish this email apart from my contact details.

Yours sincerely,