

Intelligent Number Working Group

Question 1:Do you agree with the proposed distinction between citizen and consumer interests? : Unable to answer at this stage - see additional comments

Question 2:Do you agree with Ofcom?s position on vulnerable consumers? : Unable to answer at this stage - see additional comments

Question 3:Do you agree with the proposed high level objectives for consumer policy?: Unable to answer at this stage - see additional comments

Question 4:Do you agree that the proposed indicators provide an appropriate basis for monitoring consumer interests? Are there any other indicators which should be used? : Unable to answer at this stage - see additional comments

Question 5:Do you agree that Ofcom should publish an Annual Report on the Consumer Interest? : Unable to answer at this stage - see additional comments

Question 6:Do you agree with the characteristics identified of effective consumer protection?: Unable to answer at this stage - see additional comments

Question 7:Do you agree with the assessment and priorities for rights and regulations?: Unable to answer at this stage - see additional comments

Question 8:Do you agree with the assessment and priorities regarding consumers? awareness?: Unable to answer at this stage - see additional comments

Question 9:Do you agree with the assessment and priorities regarding complaints handling and redress?: Unable to answer at this stage - see additional comments

Question 10:Do you agree with the assessment and priorities regarding monitoring and enforcement?: Unable to answer at this stage - see additional comments

Question 11:Do you agree with Ofcom?s approach to the provision of consumer information?: Unable to answer at this stage - see additional comments

Question 12:Do you agree with Ofcom?s conclusion on consumer awareness of suppliers and services?: Unable to answer at this stage - see additional comments

Question 13:Which of the options on comparative price information, if any, do you favour? Are there other options Ofcom should consider?: Unable to answer at this stage - see additional comments

Question 14:What is your opinion about the ideas for generating awareness of price comparison information?: Unable to answer at this stage - see additional comments

Question 15: Do you agree with our proposed approach regarding the Quality of Service initiatives?: Unable to answer at this stage - see additional comments

Question 16: Do you agree with our proposed regarding switching processes?: Unable to answer at this stage - see additional comments

Additional Comments: INWG welcomes the opportunity to respond to this most important consultation.

Unfortunately, due to Ofcom's delay in publishing its final statement on Number Translation Services, at this stage INWG is unable to offer more than this very limited initial response.

This is because many of the underpinning issues are inextricably linked to NTS: A Way Forward, as INWG's initial reading of the Consumer Policy proposals has already shown.

As Ofcom has been unable to publish its final statement on NTS until today (the closing date for feedback on its Consumer Policy), INWG sadly finds itself in a position due to timings not of its own making where it is unable to assess the detailed information in the NTS statement in sufficient time, let alone meaningfully consult with its members to represent their views.

INWG is sure that Ofcom will ensure that this delay does not disenfranchise the members of INWG from responding to its Consumer Policy, especially members of INWG's citizen consumer forum who have a keen interest in these issues.

Therefore, we look to continue working closely with Ofcom and to provide a more detailed response once INWG's members have had time to review Ofcom's final statement on NTS and understand the detail that lies behind key proposals in this Consumer Policy.