



Availability of Telephone Numbers

Proposals for number conservation measures in
additional geographic area codes

Consultation

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Section 1

Summary

- 1.1 It is Ofcom's duty to ensure that the best use is made of the UK's telephone numbers and to encourage efficiency in the way that numbers are used. To fulfil this duty, we must ensure that sufficient and appropriate telephone numbers are available to allocate to communications providers so that they can supply communication services to consumers.
- 1.2 Due to a continued increase in demand for geographic numbers, available number blocks to allocate to communications providers have become scarce in certain areas. To ensure the continued supply of numbers, and thereby support competition, consumer choice and innovation in service provision, we are proposing to implement conservation measures in specific geographic areas to supplement those already in place.
- 1.3 Geographic number conservation measures extend the life of number blocks in certain areas by reducing the rate at which numbers are allocated and aligning the size of allocation more closely to demand. This is achieved by allocating numbers in blocks of 1,000 (1K) rather than 10,000 (10K) numbers in conservation areas. In this consultation, we propose to give conservation status to a further 96 geographic area codes, in addition to the 169 areas that already have this status.
- 1.4 The proposals set out in this consultation document are, we consider, required to ensure the ongoing supply of numbers in areas where there is a realistic expectation of number exhaustion within the next five years. The proposals are in line with the policy aims and processes set out in our July 2006 statement *Telephone Numbering: Safeguarding the future of numbers*.¹ We are not proposing any changes to geographic numbering policy. The conservation measure proposals benefit consumers by ensuring that sufficient and appropriate numbers are available in all areas, thus promoting competition in the provision of communications services. We do not believe there are any harmful effects on consumers as a result of these measures.

Consultation process

- 1.5 Ofcom publishes the National Telephone Numbering Plan ("the Plan"), which sets out numbers available for allocation and any restrictions on their adoption or use. This includes the designation of conservation areas and the impact of this on number allocation and use. This consultation fulfils certain statutory procedures that we must follow when we propose to make changes to the Plan, including proposals for geographic number conservation.
- 1.6 We are seeking responses to the specific consultation questions set out in the document and general comments during the one month and one day consultation period, which ends at 5pm on 19 May 2008. The Communications Act 2003 ("the Act") states that this is the minimum period for consultation on modifications to the Plan. We have decided not to extend the consultation period to 10 weeks as set out in our consultation principles (see Annex A2.5) because the proposals are the continued implementation of existing policy for managing demand for geographic numbers.

¹ *Telephone Numbering: Safeguarding the future of numbers* statement published in July 2006
<http://www.ofcom.org.uk/consult/condocs/numberingreview/statement/statement.pdf>

Section 2

Introduction

The need for this consultation

- 2.1 It is Ofcom's duty, as set out in section 63 of the Act, to ensure that best use is made of the UK's telephone numbers and to encourage efficiency and innovation for that purpose, thus ensuring sufficient and appropriate telephone numbers are available to provide communications services to consumers.
- 2.2 Where the supply of blocks of telephone numbers is limited, our duty is to act. A lack of available numbers would hinder competition, consumer choice and innovation in the provision of networks and services.
- 2.3 The supply of blocks of geographic numbers for allocation by Ofcom to communications providers is becoming limited in certain areas. We are therefore consulting on extending conservation measures to the geographic area codes which are experiencing a shortage of number blocks. This proposal would increase the amount of blocks available for allocation in the proposed areas by reducing the size of number block to units of 1,000 (1k) rather than 10,000 (10k) numbers.
- 2.4 Geographic number conservation status is recorded in the Plan. This ensures, through the provision of General Condition 17 ("the Numbering Condition"), that communications providers observe the resulting restrictions in allocation and use. Therefore, our proposal requires us to modify the Plan to bring them into effect.

Ofcom's policy for managing geographic number demand

- 2.5 On 23 February 2006, we consulted on the general policy for managing demand for geographic numbers². On 27 July 2006, we published our policy statement *Telephone Numbering: Safeguarding the future of numbers* ("the Statement")³. Those documents set out a number of strategic principles informing our numbering policy, including the principle that "we will take action now so we can avoid number changes whilst continuing to make numbers available to support competition"⁴.
- 2.6 In the Statement, we recognised that consumers value highly the ability to keep their geographic numbers and that action was required to avoid the need for number changes in the future. Demand from communications providers for the pool of available numbers was increasingly high, whereas use of numbers within allocated number blocks was low. To manage this tension, we decided that conservation measures should cover specific areas where there was a realistic expectation of number exhaustion within five years and, in those areas, allocate smaller blocks in order to improve utilisation of numbers. Accordingly, we periodically review the availability of numbers in all areas. From time to time, we propose to implement conservation measures in additional areas.

² *Telephone Numbering: Safeguarding the future of numbers* consultation
<http://www.ofcom.org.uk/consult/condocs/numberingreview/>

³ *Telephone Numbering: Safeguarding the future of numbers* statement
<http://www.ofcom.org.uk/consult/condocs/numberingreview/statement/statement.pdf>

⁴ Para's 1.18 to 1.24 of the statement *Telephone Numbering: Safeguarding the future of numbers*

Section 3

Conserving geographic numbers

Introduction

- 3.1 Geographic numbers are widely recognised and trusted by consumers⁵, generating a continual high demand from communications providers. The result of this demand and the high volume of numbers being allocated to communications providers is that number blocks available for allocation in geographic area codes with a 4-digit format (i.e. 01XXX) are being rapidly depleted. Areas with 4-digit codes have a maximum of 79 10K blocks available for allocation. As a consequence, the resource is limited and high volumes of allocation create scarcity.
- 3.2 To manage demand in a given area, we reduce the size of the number block allocation from 10,000 to 1,000. This avoids the need to create additional numbers (e.g. through overlay codes⁶).
- 3.3 This conservation measure is already in place for geographic numbers in certain areas where number blocks became scarce over the last few years. They are a well-established means of increasing the availability of geographic number blocks for allocation to communications providers. Reducing the block size increases the effectiveness with which communications providers use geographic numbers.
- 3.4 Our proposal to create additional geographic number conservation areas has no adverse effects on consumers. On the contrary, conservation measures are designed to offset the need to create an additional supply of numbers which can be confusing for consumers. They also secure the benefits of competition and innovation by ensuring that sufficient numbers are available on which consumers can receive services. Importantly, the proposals do not relate to number changes; nor do they indicate an insufficient supply of numbers to meet consumers' needs in the proposed conservation areas.

Geographic number conservation policy

- 3.5 The UK numbering scheme has over 600 geographic area codes. Telephone numbers in the majority of these areas are divided into blocks of 10k for allocation to communications providers. This block size was established historically as a reasonable level at which communications providers' networks could, in terms of technical capability, interpret the digits dialled and route calls accordingly.
- 3.6 Many communications providers do not require thousands of geographic numbers in all areas. We know this, as communications providers must state their usage forecasts when applying for the allocation of numbers. However, without conservation measures, a block of 10k numbers is the smallest level at which Ofcom allocates geographic numbers. This results in poor utilisation. Communications providers that require more than 1k numbers can be allocated more blocks.

⁵ Ofcom's consumer research for the *Telephone Numbering: safeguarding the future of numbers* consultation and statement is available at <http://www.ofcom.org.uk/consult/condocs/numberingreview/research/>. The research emphasised that consumers highly value continuity in their geographic numbers.

⁶ Overlay codes are second area codes that 'overlay' a geographic area that has run out of available numbers.

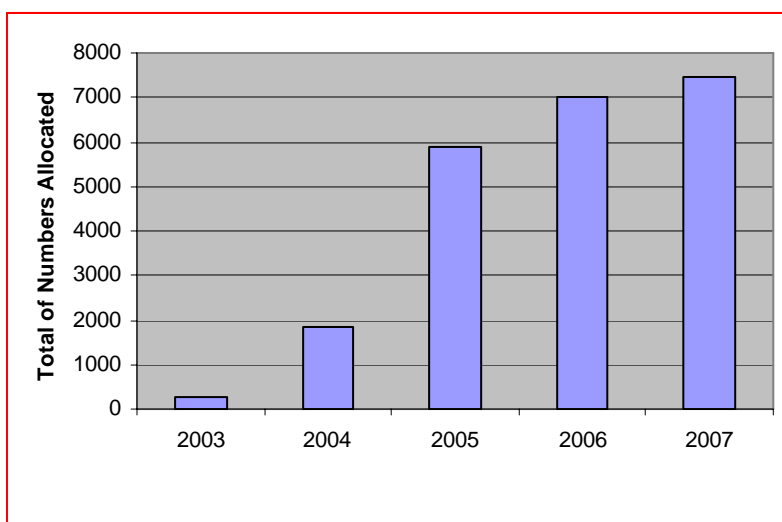
3.7 Allocation of smaller blocks of numbers has proved effective in delaying the need to take further measures in areas of scarcity. The nine areas that were given conservation status in 2002 still have a sufficient supply of numbers to meet demand as set out in Figure 1.

Figure 1: Availability of number blocks in the initial nine conservation areas (as at 3 April 2008)

Area Code	Area	1K Blocks Available for Allocation
1224	Aberdeen	154
1202	Bournemouth	93
1274	Bradford	85
1273	Brighton	78
1483	Guildford	191
1642	Middlesborough	85
1753	Slough	197
1782	Stoke-on-Trent	136
1902	Wolverhampton	203

3.8 The continued increase in geographic number allocations to providers has resulted in Ofcom reviewing the availability of numbers regularly. Since 2003 there has been a steady increase in allocations as set out in Figure 2.

Figure 2: Increase in geographic number block allocations over the past five years



3.9 The sustained demand for numbers has resulted in an increasing number of areas requiring conservation status over the last six years. Currently there are 169 Conservation Areas recorded in the Plan and these were added as follows:

- 9 areas were given conservation status in 2002;
- 42 additional areas in 2005;
- 27 additional areas in 2006; and
- 91 additional areas in 2007.

Proposed conservation areas

- 3.10 In order to give a geographic area code conservation status, we select those areas that meet the definition of a Conservation Area in the Plan⁷:

“‘Conservation Area’ means a geographic area that Ofcom believes has a realistic expectation of number exhaustion within the next five years”.

- 3.11 ‘Expectation of number exhaustion’ is assessed by looking at the availability of numbers for allocation in all areas. Once we have established which areas have a realistic expectation of exhaustion within the next five years, we consult on modifying the Plan so that the conservation status is reflected and the measures, consisting of restrictions in use of numbers in conservation areas, are enforceable. These restrictions are set out in part B3.1.6 of the Plan as follows:

“Numbers in geographic areas where a Conservation Area status is indicated shall only be Adopted or otherwise used in units of 1,000 numbers at a time.”

- 3.12 We have examined the current position of all standard geographic areas (that is geographic areas without conservation status) and concluded that 96 areas require immediate Conservation Area status in addition to the existing 169 areas. The areas proposed are set out in Figure 3 below and in the schedule to the Notification in Annex 5.
- 3.13 Figure 3 demonstrates the increasing demand for numbers in the listed areas and why we consider these areas are at risk of number exhaustion. It shows how many blocks are currently available in each area and the number of 10K blocks that have been allocated over the past three years.
- 3.14 It is necessary to reduce the block size for allocations while there is still a sufficient supply of 10K blocks available to divide into 1k blocks, otherwise areas will run out of numbers before conservation can have an effect. All the areas listed below have a limited supply of 10k blocks available and we are therefore proposing to act now.

Figure 3: Proposed Conservation Areas

Area Code	Area	Free Blocks January-2008	Allocated 2007	Allocated 2006	Allocated 2005
1235	Abingdon	16	15	9	12
1249	Chippenham	16	15	13	10
1292	Ayr	17	14	13	8
1304	Dover	17	15	11	8
1303	Folkestone	17	14	14	10
1295	Banbury	17	13	13	10
1305	Dorchester	18	14	16	14

⁷ The definition of ‘Conservation Area’, including the criteria of ‘a realistic expectation of number exhaustion within the next five years’ were established in the *Telephone Numbering: safeguarding the future of numbers* statement published in July 2006.

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1329	Fareham	18	15	11	9
1463	Inverness	18	11	15	7
1724	Scunthorpe	19	15	13	9
1785	Stafford	19	14	10	8
1255	Clacton-on-Sea	20	13	10	14
1639	Neath	20	12	10	9
1264	Andover	20	12	12	9
1355	East Kilbride	20	13	16	6
1432	Hereford	20	14	14	8
1962	Winchester	20	11	13	7
1946	Whitehaven	20	14	5	8
1525	Leighton Buzzard	21	10	12	8
1495	Pontypool	21	10	13	6
1248	Bangor (Gwynedd)	21	13	10	8
1491	Henley on Thames	21	12	13	9
1983	Isle of Wight	21	10	11	9
1928	Runcorn	21	9	7	9
1474	Gravesend	21	10	13	7
1726	St Austell	21	6	10	5
1429	Hartlepool	21	12	10	9
1493	Great Yarmouth	22	10	10	10
1327	Daventry	22	14	11	10
1257	Coppull	22	13	10	9
1420	Alton	22	12	9	8
1934	Weston-Super-Mare	22	13	7	9
1297	Axminster	22	13	10	10
1773	Ripley	22	12	8	6
1704	Southport	22	11	9	9
1205	Boston	22	13	12	12
1670	Morpeth	22	13	7	11
1404	Honiton	22	12	12	9
1284	Bury-St-Edmunds	23	16	10	13
1389	Dumbarton	23	12	14	9
1475	Greenock	23	9	12	8
1375	Grays Thurrock	23	11	8	13
1342	East Grinstead	23	12	13	10
1394	Felixstowe	23	14	11	11
1489	Bishops Waltham	23	9	11	5
1786	Stirling	23	11	12	8
1535	Keighley	23	9	12	10
1208	Bodmin	23	10	13	8
1453	Dursley	24	13	13	7
1376	Braintree	24	12	13	11
1789	Stratford-upon-Avon	24	9	12	9
1935	Yeovil	24	11	8	9
1933	Wellingborough	24	10	11	8

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1656	Bridgend	24	10	12	7
1745	Rhyl	24	10	11	7
1788	Rugby	24	8	11	11
1689	Orpington	24	11	10	11
1795	Sittingbourne	24	10	13	8
1294	Ardrossan	25	13	9	10
1306	Dorking	25	13	12	10
1285	Cirencester	25	12	10	10
1271	Barnstable	25	14	10	9
1722	Salisbury	25	11	15	8
1492	Colwyn Bay	25	9	14	7
1207	Consett	26	12	11	10
1636	Newark	26	12	12	9
1553	Kings Lynn	26	11	13	11
1638	Newmarket	26	11	8	10
1502	Lowestoft	26	12	10	11
1909	Worksop	26	12	8	12
1872	Truro	26	11	9	6
1476	Grantham	27	11	14	8
1457	Glossop	27	10	12	10
1723	Scarborough	27	9	11	11
1695	Skelmersdale	28	11	7	10
1326	Falmouth	28	13	8	9
1280	Buckingham	28	16	11	11
1446	Barry	28	12	11	9
1505	Johnstone	28	9	13	7
1900	Workington	28	10	7	10
1530	Coalville	28	9	13	7
1352	Mold	28	12	11	7
1684	Malvern	28	13	11	8
1697	Brampton	28	11	8	5
1937	Wetherby	29	13	8	9
1427	Gainsborough	29	12	8	10
1262	Bridlington	29	15	10	12
1425	Ringwood	29	13	10	7
1629	Matlock	29	11	7	8
1379	Diss	29	13	11	11
1843	Thanet	29	11	9	7
1565	Knutsford	29	10	9	9
1580	Cranbrook	29	11	8	9
1299	Bewdley	30	12	11	10
1260	Congleton	30	15	14	10
1343	Elgin	30	13	7	10

Impact assessment

- 3.15 We have not carried out a new impact assessment as part of this consultation. This is because an impact assessment on the policy for geographic number management was conducted for the February 2006 consultation and the July 2006 statement *Telephone Numbering: Safeguarding the future of numbers*. A further impact assessment on creating additional Conservation Areas was included in our August 2006 statement *Conserving geographic numbers*⁸. Those impact assessments concluded that while conservation measures have an impact on communications providers in terms of administrative and operational costs, this is outweighed by the benefits of maintaining the supply of geographic number blocks without the need for more disruptive measures.
- 3.16 This consultation does not propose any changes to current numbering policy or to how numbers are allocated. This consultation applies the agreed geographic number management policy to 96 specific geographic areas. Thus, the impact assessments referred to in paragraph 3.16 also apply to the proposals set out here.

Question 1: Do you agree with Ofcom's proposal for the 96 geographic area codes listed in Figure 3 to be determined as Conservation Areas? Are there any codes which you think a) should not have been included in the proposal; and/or b) have been omitted? If so, please state which codes and for what reasons.

⁸ *Conserving geographic numbers* – statement published by Ofcom on 10 August 2006
http://www.ofcom.org.uk/consult/condocs/geo_numbers/statement/geo.pdf

Section 4

Proposed modifications to the National Telephone Numbering Plan

The legal framework

- 4.1 Ofcom regulates the communications sector under the framework established by the Communications Act 2003 ("the Act"). The Act provides, amongst other things in relation to numbering, for the publication of the Plan and the setting of General Conditions of Entitlement relating to Telephone Numbers ("Numbering Conditions"). It also sets out statutory procedures governing the modification of the Plan and the giving of directions under conditions such as the Numbering Conditions.

The Plan

- 4.2 Section 56(1) of the Act states that:

"It shall be the duty of OFCOM to publish a document (to be known as "the National Telephone Numbering Plan") setting out-

- a) the numbers that they have determined to be available for allocation by them as telephone numbers;
- b) such restrictions as they consider appropriate on the adoption of numbers available for allocation in accordance with the plan; and
- c) such restrictions as they consider appropriate on the other uses to which numbers available for allocation in accordance with the plan may be put."

- 4.3 The Act provides for Ofcom to review and revise the Plan. Section 56(2) states that:

"It shall be OFCOM's duty –

- a) from time to time to review the National Telephone Numbering Plan; and
- b) to make any modification of that plan that they think fit in consequence of such a review; but this duty must be performed in compliance with the requirements, so far as applicable, of section 60."

- 4.4 Section 60 of the Act provides for the modification of documents referred to in the Numbering Conditions (which includes the Plan) and explains the procedures to be followed in order to conduct this review. Section 60(2) of the Act provides that:

"OFCOM must not revise or otherwise modify the relevant provisions unless they are satisfied that the revision or modification is -

- a) objectively justifiable in relation to the matters to which it relates;

- b) not such as to discriminate unduly against particular persons or against a particular description of persons;
- c) proportionate to what the modification is intended to achieve; and
- d) in relation to what it is intended to achieve, transparent."

4.5 Section 60(3) further provides that:

"Before revising or otherwise modifying the relevant provisions, OFCOM must publish a notification -

- a) stating that they are proposing to do so;
- b) specifying the Plan or other document that they are proposing to revise or modify;
- c) setting out the effect of their proposed revisions or modifications;
- d) giving their reasons for making the proposal; and
- e) specifying the period within which representations may be made to OFCOM about their proposal."

Ofcom's general duty as to telephone numbering functions

4.6 Ofcom has a general duty under section 63(1) of the Act in carrying out its numbering functions

- "a) to secure that what appears to them to be the best use is made of the numbers that are appropriate for use as telephone numbers; and
- b) to encourage efficiency and innovation for that purpose."

General duties of Ofcom

4.7 The principal duty of Ofcom to be observed in the carrying out of its functions is set out in section 3(1) of the Act as the duty:

- "a) to further the interests of citizens in relation to communications matters; and
- b) to further the interests of consumers in relevant markets, where appropriate by promoting competition."

4.8 As part of the fulfilment of these principal duties, it is Ofcom's responsibility to secure the availability throughout the UK of a wide range of numbering arrangements, having regard to the interests of consumers in respect to choice, price awareness, and consumer protection.

Duties for the purpose of fulfilling Community obligations

4.9 In addition to its general duties as to telephone numbers, when considering revisions to the Plan, Ofcom must also take into account the six Community requirements in

carrying out its functions as set out in section 4 of the Act. These include the requirement to promote competition in the provision of electronic communications networks and services, and the requirement not to favour one form of network, service or associated facility or one means of providing or making available such network, service or associated facility over another, as well as the requirement to promote the interests of European citizens.

- 4.10 The various legal tests and duties, and how Ofcom has complied with them in consulting on the proposals in this consultation document, are set out below.

Legal tests

- 4.11 It is Ofcom's duty, when proposing a modification to the Plan, to show how it considers that its proposals comply with the legal tests in the Act.
- 4.12 The effect of the modification to the Plan would give conservation status to the additional 96 geographic areas set out in the Notification (see Annex 5).
- 4.13 Ofcom is satisfied that the proposal for modifications to provisions of the Plan meets the tests set out in sections 60(2) and 49(2) of the Act being:
- **objectively justifiable**, in that it relates to Ofcom's duty to publish the Plan and because it will help to ensure the long-term availability of sufficient numbering resource to meet communication providers' requirements and to promote competition and consumer choice;
 - **not unduly discriminatory**, in that all communications providers eligible to apply for telephone numbers would be subject to the proposed modifications to the Plan;
 - **proportionate**, in that the proposed modification to the Plan is the minimum revision necessary to its provisions to conserve geographic numbers and to bring the Plan into line with current geographic area code number availability; and
 - **transparent**, in that the Notification proposing the modifications to the Plan, and its effects, are set out in this consultation document.
- 4.14 Ofcom considers that it is fulfilling its general duty as to telephone number functions as set out in section 63 of the Act in making its proposals by:
- **securing the best use of appropriate numbers**, the proposal would ensure that optimal use was made of the most limited geographic numbering resources, thus ensuring that appropriate numbers are available for allocation. The proposals are consistent with the strategy previously set out in our July 2006 statement *Telephone Numbering: Safeguarding the future of numbers*; and
 - **encouraging efficiency and innovation**, in that the proposals ensure that sufficient and appropriate numbering resources are available to meet communication providers' demands thereby encouraging innovation. They improve efficiency in number use as they more closely align allocation to demand, thus improving utilisation rates.
- 4.15 Ofcom considers that its proposal to modify the Plan is consistent with its principal duty and the aims and matters to which Ofcom must have regard when carrying out its functions as set out in section 3 of the Act. In particular, it considers that the proposals further the interests of citizens in relation to communications matters and

consumers in relevant markets by ensuring that the supply of telephone numbers is maintained.

- 4.16 In proposing the modifications to the Plan, Ofcom has also considered the Community obligations set out in section 4 of the Act, particularly the requirement to promote the interests of all persons who are citizens of the European Union. Taking measures to conserve geographic numbers benefits citizens as they make more efficient use of the limited resource, thus offsetting the need for more disruptive measures to ensure availability.

Notifications of modifications to the Plan

- 4.17 The notification of modifications to the Plan is set out in Annex 5 of this consultation document.

Question 2: Do you have any specific comments on the proposed modifications to the Plan?

Annex 1

Responding to this consultation

How to respond

- A1.1 Ofcom invites written views and comments on the issues raised in this document, to be made by **5pm on 19 May 2008**.
- A1.2 Ofcom strongly prefers to receive responses using the online web form at <http://www.ofcom.org.uk/consult/condocs/telavail/howtorespond/form>, as this helps us to process the responses quickly and efficiently. We would also be grateful if you could assist us by completing a response cover sheet (see Annex 3), to indicate whether or not there are confidentiality issues. This response coversheet is incorporated into the online web form questionnaire.
- A1.3 For larger consultation responses - particularly those with supporting charts, tables or other data - please email carole.baker@ofcom.org.uk attaching your response in Microsoft Word format, together with a consultation response coversheet.
- A1.4 Responses may alternatively be posted or faxed to the address below, marked with the title of the consultation:
- Carole Baker
2nd Floor
Numbering Team
Riverside House
2A Southwark Bridge Road
London SE1 9HA
Fax: 020 7981 3334
- A1.5 Note that we do not need a hard copy in addition to an electronic version. Ofcom will acknowledge receipt of responses if they are submitted using the online web form but not otherwise.
- A1.6 It would be helpful if your response could include direct answers to the questions asked in this document, which are listed together at Annex 4. It would also help if you can explain why you hold your views, and how Ofcom's proposals would impact on you.

Further information

- A1.7 If you want to discuss the issues and questions raised in this consultation, or need advice on the appropriate form of response, please contact Carole Baker at carole.baker@ofcom.org.uk.

Confidentiality

- A1.8 We believe it is important for everyone interested in an issue to see the views expressed by consultation respondents. We will therefore usually publish all responses on our website, www.ofcom.org.uk, ideally on receipt. If you think your response should be kept confidential, can you please specify what part or whether all of your response should be kept confidential, and specify why. Please also place such parts in a separate annex.

- A1.9 If someone asks us to keep part or all of a response confidential, we will treat this request seriously and will try to respect this. But sometimes we will need to publish all responses, including those that are marked as confidential, in order to meet legal obligations.
- A1.10 Please also note that copyright and all other intellectual property in responses will be assumed to be licensed to Ofcom to use. Ofcom's approach on intellectual property rights is explained further on its website at <http://www.ofcom.org.uk/about/accoun/disclaimer/>

Next steps

- A1.11 Ofcom intends to publish a statement shortly after the end of the consultation period.
- A1.12 Please note that you can register to get automatic notifications of when Ofcom documents are published, at http://www.ofcom.org.uk/static/subscribe/select_list.htm.

Ofcom's consultation processes

- A1.13 Ofcom seeks to ensure that responding to a consultation is easy as possible. For more information please see our consultation principles in Annex 2.
- A1.14 The period of time for responses to this consultation is one month one day, as required by section 60(4) of the Act. Ofcom has not extended the period of consultation beyond the statutory requirement as the issues covered only directly affect applicants for telephone numbers, not the public at large, thus the changes proposed are limited in scope and relate only to existing policy and policy documents (i.e. the Plan).
- A1.15 If you have any comments or suggestions on how Ofcom conducts its consultations, please call our consultation helpdesk on 020 7981 3003 or e-mail us at consult@ofcom.org.uk. We would particularly welcome thoughts on how Ofcom could more effectively seek the views of those groups or individuals, such as small businesses or particular types of residential consumers, whose views are less likely to be obtained in a formal consultation.
- A1.16 If you would like to discuss these issues, or Ofcom's consultation processes more generally, you can alternatively contact Vicki Nash, Director, Scotland, who is Ofcom's consultation champion:

Vicki Nash
Ofcom (Scotland)
Sutherland House
149 St. Vincent Street
Glasgow G2 5NW

Tel: 0141 229 7401
Fax: 0141 229 7433
E-mail: vicki.nash@ofcom.org.uk

Annex 2

Ofcom's consultation principles

A2.1 Ofcom has published the following seven principles that it will follow for each public written consultation:

Before the consultation

A2.2 Where possible, we will hold informal talks with people and organisations before announcing a big consultation to find out whether we are thinking in the right direction. If we do not have enough time to do this, we will hold an open meeting to explain our proposals shortly after announcing the consultation.

During the consultation

A2.3 We will be clear about who we are consulting, why, on what questions and for how long.

A2.4 We will make the consultation document as short and simple as possible with a summary of no more than two pages. We will try to make it as easy as possible to give us a written response. If the consultation is complicated, we may provide a shortened version for smaller organisations or individuals who would otherwise not be able to spare the time to share their views.

A2.5 We will consult for up to 10 weeks depending on the potential impact of our proposals.

A2.6 A person within Ofcom will be in charge of making sure we follow our own guidelines and reach out to the largest number of people and organisations interested in the outcome of our decisions. Ofcom's 'Consultation Champion' will also be the main person to contact with views on the way we run our consultations.

A2.7 If we are not able to follow one of these principles, we will explain why.

After the consultation

A2.8 We think it is important for everyone interested in an issue to see the views of others during a consultation. We would usually publish all the responses we have received on our website. In our statement, we will give reasons for our decisions and will give an account of how the views of those concerned helped shape those decisions.

Annex 3

Consultation response cover sheet

- A3.1 In the interests of transparency and good regulatory practice, we will publish all consultation responses in full on our website, www.ofcom.org.uk.
- A3.2 We have produced a coversheet for responses (see below) and would be very grateful if you could send one with your response (this is incorporated into the online web form if you respond in this way). This will speed up our processing of responses, and help to maintain confidentiality where appropriate.
- A3.3 The quality of consultation can be enhanced by publishing responses before the consultation period closes. In particular, this can help those individuals and organisations with limited resources or familiarity with the issues to respond in a more informed way. Therefore Ofcom would encourage respondents to complete their cover sheet in a way that allows Ofcom to publish their responses upon receipt, rather than waiting until the consultation period has ended.
- A3.4 We strongly prefer to receive responses via the online web form which incorporates the coversheet. If you are responding via email, post or fax you can download an electronic copy of this coversheet in Word or RTF format from the 'Consultations' section of our website at www.ofcom.org.uk/consult/.
- A3.5 Please put any parts of your response you consider should be kept confidential in a separate annex to your response and include your reasons why this part of your response should not be published. This can include information such as your personal background and experience. If you want your name, address, other contact details, or job title to remain confidential, please provide them in your cover sheet only, so that we don't have to edit your response.

Cover sheet for response to an Ofcom consultation

BASIC DETAILS

Consultation title: Availability of Telephone Numbers: proposals for number conservation measures in additional geographic area codes

To (Ofcom contact): Carole Baker

Name of respondent:

Representing (self or organisation/s):

Address (if not received by email):

CONFIDENTIALITY

What do you want Ofcom to keep confidential?

Nothing Name/contact details/job title

Whole response Organisation

Part of the response If there is no separate annex, which parts?

If you want part of your response, your name or your organisation to be confidential, can Ofcom still publish a reference to the contents of your response (including, for any confidential parts, a general summary that does not disclose the specific information or enable you to be identified)?

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)

Annex 4

Consultation questions

*Question 1: Do you agree with Ofcom's proposal for the 96 geographic area codes listed in Figure 3 to be determined as Conservation Areas?
Are there any codes which you think a) should not have been included in the proposal; and/or b) have been omitted? If so, please state which codes and for what reasons.*

Question 2: Do you have any specific comments on the proposed modifications to the Plan?

Annex 5

Notification of proposals for a modification to provisions of the Plan under section 60(3) of the Act

1. Ofcom, in accordance with section 60 of the Act, hereby makes the following proposal for a modification to the provisions of the Plan.
2. The Condition has effect by reference to provisions of the Plan.
3. The draft modification to the Plan is set out in the Schedule to this Notification.
4. The reasons for making the proposal and the effect of the modification are set out in the accompanying consultation document.
5. Ofcom considers that the proposed modification complies with the requirements in section 60(2) of the Act.
6. In making the proposals referred to above Ofcom have considered and acted in accordance with the six Community requirements in section 4 of the Act as well as performed their general duties under section 3 of the Act and their duty as to telephone numbering in section 63 of the Act.
7. Representations may be made to Ofcom about the proposal by 5pm on 19 May 2008.
8. Copies of this Notification have been made available to the Secretary of State.
9. In this Notification-
 - 'Act' means the Communications Act 2003;
 - 'Condition' means General Condition 17 of the General Conditions of Entitlement set by the Director by way of publication of a Notification on 22 July 2003;
 - 'Ofcom' means the Office of Communications; and
 - 'Plan' means the National Telephone Numbering Plan published from time to time by Ofcom.

Signed by

DANIEL GORDON

Competition Policy Director

A person authorised by Ofcom under paragraph 18 of the Schedule to the Office of Communications Act 2002

17 April 2008

Schedule

The following Geographic Code areas shall be added to Appendix A of the Plan –

Geographic Area Code	Geographic Area	Conservation Status
1235	Abingdon	Y
1249	Chippenham	Y
1292	Ayr	Y
1304	Dover	Y
1303	Folkestone	Y
1305	Dorchester	Y
1295	Banbury	Y
1329	Fareham	Y
1724	Scunthorpe	Y
1463	Inverness	Y
1255	Clacton-on-Sea	Y
1639	Neath	Y
1264	Andover	Y
1355	East Kilbride	Y
1432	Hereford	Y
1962	Winchester	Y
1946	Whitehaven	Y
1525	Leighton Buzzard	Y
1495	Pontypool	Y
1248	Bangor (Gwynedd)	Y
1491	Henley on Thames	Y
1983	Isle of Wight	Y
1785	Stafford	Y
1493	Great Yarmouth	Y
1327	Daventry	Y
1928	Runcorn	Y
1257	Coppull	Y
1284	Bury-St-Edmunds	Y
1420	Alton	Y
1934	Weston-Super-Mare	Y
1474	Gravesend	Y
1297	Axminster	Y
1773	Ripley	Y
1704	Southport	Y
1726	St Austell	Y
1205	Boston	Y
1389	Dumbarton	Y
1475	Greenock	Y
1670	Morpeth	Y
1375	Grays Thurrock	Y
1342	East Grinstead	Y
1404	Honiton	Y
1394	Felixstowe	Y
1453	Dursley	Y

1376	Braintree	Y
1429	Hartlepool	Y
1789	Stratford-upon-Avon	Y
1489	Bishops Waltham	Y
1935	Yeovil	Y
1933	Wellingborough	Y
1786	Stirling	Y
1656	Bridgend	Y
1745	Rhyl	Y
1788	Rugby	Y
1689	Orpington	Y
1294	Ardrossan	Y
1306	Dorking	Y
1535	Keighley	Y
1285	Cirencester	Y
1271	Barnstable	Y
1208	Bodmin	Y
1722	Salisbury	Y
1207	Consett	Y
1795	Sittingbourne	Y
1636	Newark	Y
1553	Kings Lynn	Y
1638	Newmarket	Y
1492	Colwyn Bay	Y
1502	Lowestoft	Y
1476	Grantham	Y
1457	Glossop	Y
1909	Worksop	Y
1695	Skelmersdale	Y
1872	Truro	Y
1326	Falmouth	Y
1280	Buckingham	Y
1446	Barry	Y
1505	Johnstone	Y
1937	Wetherby	Y
1427	Gainsborough	Y
1900	Workington	Y
1262	Bridlington	Y
1530	Coalville	Y
1352	Mold	Y
1425	Ringwood	Y
1629	Matlock	Y
1723	Scarborough	Y
1379	Diss	Y
1684	Malvern	Y
1697	Brampton	Y
1843	Thanet	Y
1299	Bewdley	Y

Availability of Telephone Numbers

1260	Congleton	Y
1580	Cranbrook	Y
1565	Knutsford	Y
1343	Elgin	Y