

**From:** webform@ofcom.org.uk  
**Sent:** 20 April 2006 5:18 PM  
**To:** NumberingReview  
**Subject:** Responding to this consultation

**Forename:** Denise

**Surname:** Elliott

**Name and title under which you would like this response to appear:** Denise Elliott

**Question 2:What do you think are consumers? key current views on numbering, how do you think those views will change, and how should Ofcom?s current decisions take those changes into account? :** It is important that the people who pay know what the numbers mean and how much it will cost them. Why are companies allowed to overcharge in the way they do?

**Question 3:What do you think are the main ways in which technological developments will change the focus of numbering policy decisions, and how should Ofcom?s current decisions take these developments into account? :**

**Question 4:Do you have any comments on Ofcom?s assessment of the current challenges to the Numbering Plan, in terms of a) number availability, b) transparency, or c) consumer abuses? :**

**Question 5:Do you agree that the extension of conservation measures is the best approach to take before the impact of NGNs eases the pressure on geographic number demand?:**

**Question 6:Do you agree that the use of overlay codes is the best backstop approach in the event that extended conservation measures are not sufficient to meet demand for geographic numbers?:**

**Question 7:Do you agree that Ofcom should continue to respect the geographic identity of numbers until consumer understanding of the impact of technology change evolves further, and what do you consider is the best way to develop that consumer understanding? :**

**Question 8:Do you agree with Ofcom?s proposal to open a new ?03? number range for non-geographic, non-revenue sharing services? :**

**Question 9:How should the ?03? range be structured, in terms of tariffs and services ?:** You must ensure that telephone providers include this new range of numbers in any inclusive minutes and are therefore free.

**Question 10:How should the ?08? range be structured, in terms of tariffs and services?:**

**Question 11:Which broad approach should Ofcom take to structuring the ?09? range, and if a re-structured ?09? range is preferred how would you arrange the**

**different types of '09' services (e.g., according to price per minute, price per call, inclusion of adult content)?**: The excessive rates you allow to be charged for these numbers should be made illegal.

**Question 12:Should any specific PRS service categories be identified or segregated in order that parents can block access by their children (e.g.,sexually explicit content, gambling)? Is there merit in having a general 'adults only' classification, including a range of services to which access might be restricted on the grounds of content, or might consumers wish to apply different rules for different types of content?:**

**Question 13:Are there any practical means by which the Numbering Plan could provide improved mobile tariff transparency?:** I have found it impossible to compare the amounts charged by the different mobile phone companies and can see no reason why you allow the charges you do.

**Question 14:Do you agree that personal numbers should have a tariff ceiling (or recorded message) to restore trust in those numbers? If so, what level, and should that ceiling include the cost of recorded messages? :** I am tired of rip offs. Please stop them. Only when this is done will confidence and trust be restored in government and its agencies.

**Question 15:Do you agree with Ofcom's proposals to move personal numbers (with the same consumer protection provisions) to the '06' range and to pursue the direct allocation of numbers to end users as proposed at some point in the future?:** YES, YES, YES