

Additional comments:

Question 5.1: Do you agree with the assessment criteria we have used for our analysis, in particular the two additional criteria we have identified as relevant?..

Question 5.2: Do you agree with our assessment of the options for the 0500 range? In particular, do you agree with our preferred option of withdrawing the 0500 range? If not, please explain why.:

Subject to length of implementation and withdrawal of the number we understand the withdrawal of the 0500 range.

Question 5.3: Do you have any comments on the analysis presented on the costs and benefits of our preferred option? Please provide evidence to support your comments.:

Question 6.1: Do you support a longer implementation period of 24 months for the withdrawal of 0500 numbers? Or, do you consider that 18 months would be a preferable timescale for this withdrawal? Please explain your reasoning as well as providing any evidence to support your view.:

We expressly support the maximum length of time for implementation for the withdrawal of 0500 numbers and would request 3 years before the number is withdrawn. This is on the basis of the amount of time it will take for key family members of missing people, police officers and other service users and agencies to be updated. We have numerous families to contact, dating back many years. As we are a charity with limited resources it will take time to disseminate this information and once the 0500 number is withdrawn we will not be able to redirect callers (via a message for example) to our new number.

Question 6.2: Do you have any other comments on our proposed approach to the withdrawal of the 0500 range and withdrawal of 0500 number allocations? Do you have any suggestions on making consumers and service providers aware of this change?:

Publicity about the planned changes either delivered by OFCOM or funding for charities, from OFCOM for example, to disseminate the information.

Question 6.3: Are there any other implementation issues which need to be taken into account?:

Ample notice and effective communicate regarding the withdrawal of the number.