

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?..

From a customers perspective this section is far too wordy to fully understand the assessment criteria used for the analysis. This needs to be written in plain English.

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.:

I do not agree with withdrawing 0500 numbers. Our customers have a choice whether they want to use them or not. We do not use them anymore as we stick to the 080 range, but for any customer that does still use them, we would like them to have the choice. I can see justification for not producing any further ranges within the 0500 number range, but cannot see why us as customers can decide what meets our customers needs. When we can see no calls going down any of our 0500 numbers we will withdraw the number ourselves, but whilst our customers want to use them they should remain active.

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.:

Our customers can see their phone bills and decide themselves whether to continue to use our 0500 number or not. This should be left up to the customer as it is their own individual choice.

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.:

I do not support any withdrawal period at all. As I have said already our customers will drive us to withdraw these numbers from our organisation and this should not be controlled by an external body.

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?:

I do not think consumers need to be made aware as this may cause questions that us as organisations will need to answer.

Service providers should be made aware so that you can get a full understanding, before making your final decision.

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