

**Q1 Do you agree with Ofcom's view that the proposed non-emergency healthcare service represents a justified use of a three-digit number? Please give reasons for your views. :**

Yes, it is definitely justified. I certainly feel that there is a lot of confusion surrounding NHS Direct and the phone number is currently uses (not to mention the fact it fails to work on Skype, for example). A single, easy to recall non-em number is the solution to a number of problems.

**Q2 Do you agree with the DHs view that:**

**A) a three-digit number is the best choice for the proposed service and  
B) of the three-digit numbers available, 111 is the best option?**

**Please give reasons for your views. :**

A) Yes. The other options provided are not sufficient for the needs of this service, especially the 116XXX option, which will likely cause confusion with the 118XXX directory services range.

B) No preference between numbers - perhaps a bit too close to 112 though?

**Q3 What are your views on the tariff options selected by the DH? :**

Options 1 or 4 only. As a consumer with no access to a landline, in order for me to be encouraged to use the number it would either have to be free to caller, or be included in the package of minutes I receive (as an 01/02/03 number would be). I wouldn't mind paying for the call at all, so perhaps option 4 is best.

**Q4 Do you have any comments on the proposed notification of modification to the Numbering Condition in Annex 8 of this document:**

No.