

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. there needs to be a behavioural shift in the use of 999 for any medical issue to using for only the most urgent and life threatening. The public clearly wants to gain access to information and support at key times (the recent spread of flu showing this clearly), even when a situation is not necessarily life threatening - so there is a real need for this.

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 its simple

B) Yes. Using the first digit gives a good opportunity for communication on changing behaviour - ie the 'first' thing to be done. Its simple and easy to remember.

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

I think they look fair for the widest number of users.

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

None. To me this is something for the telecom industry not consumers - which I represent.