

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.

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. :

No. I think it is extremely confusing for members of the public to have to decide between "urgent non emergency" and "urgent emergency" care.

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

I think it should be free; or it should not be a three digit number. I think many telephone users will be surprised if it is charged - given that the existing number for accessing urgent healthcare (999) is free. Therefore, by analogy their expectation will be that this is a free number.

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

No.