

What do you want Ofcom to keep confidential?:

Keep name confidential

If you want part of your response kept confidential, which parts?:

Ofcom may publish a response summary:

Yes

I confirm that I have read the declaration:

Yes

Ofcom should only publish this response after the consultation has ended:

You may publish my response on receipt

Question 1: Do you agree with our analysis of consumer detriment on the 070 number range?:

Not entirely... it seems to be biased towards the concerns of those focused on scams... as opposed to those who want to use a personal number legitimately.

I've been using two 07010 numbers since the late 1990s, and have been extremely happy with the service I've received. I absolutely do not want anyone to think that calling either number is cheap... the emergence of widespread use of 07... numbers for mobiles has been a frustration for me, leading a few people to assume that I've given them a mobile number... and text messages.

I definitely want a personal number. The criteria for this, as far as I am concerned, are:

- * Can be redirected to any mobile - as well as my land line.
- * Can be redirected to any answer phone of my choice.
- * (2nd number) Can be redirected to any fax service.
- * Does not change - correspondence with my personal number should allow anyone with the number to contact me years or decades later.
- * Should NOT be cheap to call - or appear to be cheap to call. If the call is not worth, say, 50p per minute, for example, to the caller - then they aren't worth my time. They only need to stay on the line for long enough to convince me that I want to talk to them. I receive caller-Id on my mobile and this means that I can easily return the call for any extended discussion at my discretion. I do not care who gets the profit from this exorbitant tariff - I'm not interested to collect it... I benefit exclusively when speculative callers decide it is not profitable to cold-call the number.

I was frustrated when my number, which when I'd last used it seemed very professional, sounded as if I was running a scam - or profiteering. I consider this to

have been an implicit slur.

I am in favour of adopting a distinctive personal number format that will, eventually, be as recognisable as 0800 for free-phone or 0845 for local-call-rate etc. I want to be able put a number on my business card so that if someone wants to engage my services, they can contact me. The cost of an initial contact is trivial. My only reservation is that I don't want to have to contact the thousands of people who might have a copy of my existing personal number to give them my new one. This is a key problem I aimed to eliminate by keeping my mobile number private and publicising only my personal number.

Question 2: Do you agree that the costs outweigh the benefits in relation to closing the 070 number range and migrating users to an alternative range?:

I was very happy with the 070 number range - until people calling it got a frustrating delay.

I would be happiest if a more sensible allocation policy had been adopted in the first place - so as to eliminate confusion between personal and mobile numbers from the outset.

If the retired number range were to provide a recorded message (at no cost to myself, I'd hope) saying something like "Personal number 07010 71 1234 has been changed - please call 06010 71 1234" - or whatever the new number format might be... then I'd be happy. Of course, this would leave me with the cost of getting new stationary printed - but this could be arranged if I were to receive suitable notification... and it would be worthwhile if the new number on its own made the implicit tariff transparent... and was not liable to change again in the foreseeable future.

Question 3: Do you agree that Ofcom should keep the 070 range open and monitor the market in light of enforcement action by PhonepayPlus?:

I am incensed at phone scams - as I am livid with the practice of cold-calling.

I think Ofcom should do more than monitor. I think ofcom should prosecute all abuse to the maximum extent possible under the existing statute - and to lobby for dramatically more severe penalties if there is any risk of copy-cat or repeat offending.

Question 4: Do you agree that Ofcom should require OCPs to give greater prominence to the cost of calling 070 numbers in published price lists and promotional material?:

I don't know what an OCP is.

I am absolutely in favour of all numbers having transparent tariffs. I am not in favour of my personal numbers being singled out for an intrusive initial message.

I'm in favour of any form of advertising (compulsory or otherwise) that helps lead to transparency. People don't get obtrusive messages about tariffs when calling international numbers, for example - it seems unreasonable that people wanting to use a personal number have this dubious-sounding message played to anyone who calls them.

Question 5: Do you agree that Ofcom should amend its guidance to ensure that PNS providers carry out appropriate due diligence of sub-allocatees of personal numbers?:

I don't know what a PNS is.

Question 6: Do you agree that Ofcom should not bar the presentation of 070 CLI? Please provide evidence to support your response:

Not entirely.

I can't make a call from a personal number. I can choose to withhold my number - or to reveal the number of a phone I'm using. This is sufficient for all my needs.

It might be helpful if I could elect for my mobile phone to announce itself as my personal number while my personal number re-directs to my mobile phone... but... this is not essential - and is hampered by there my having no technical provision for me to do this.

Question 7: Should services provided by, for example, Hospedia, Premier Telesolutions and Trader Media be provided on an alternative number range to 070? Please provide any evidence to support your views.:

I am not familiar with any of these providers.

I've used only Flextel.

Question 8: Do you agree that Ofcom should withdraw formally the requirement for pre-call announcements on 070 Personal Numbers?:

Yes. The announcements are frustrating; time consuming (for the caller); sound unprofessional - and destroy callers' train of thought.

An alternative resolution is far preferable.

Additional comments:

I've nothing to do with the phone services industry - I just use (two) personal numbers. I think they are fantastic way to remain extremely contactable - but, simultaneously, protect your identity... with the option to selectively re-direct phone calls.

I want the personal number service to appear professional - and for my physical location (mobile; home; office; hotel - etc.) to remain my private affair.

It would be fantastic if personal numbers were more widely used and recognised. Paradoxically, this can only really work if they remain more expensive than a standard call. A personal number serves as a point of contact... and calls last typically only long enough for me to establish the identity of the caller.

I've welcomed the chance to moan about the intrusive message that was placed on my personal numbers... and hope I've explained the situation from the perspective of an honest advocate of personal numbers.