

From: DEREK BASKERVILLE Sent: 25 April 2006 2:11 PM  
To: NumberingReview  
Subject: 0870 and 0845 numbers

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I object strongly to Companies using 0870 numbers and obtaining revenue from calls. I had to use such a number to make a booking for a journey through the Channel Tunnel a year or so ago. The ticket was prepaid and given to me as a Christmas present but it took over an hour of calls (being on hold most of the time) before I could arrange my booking.

I object to having to use 0845 numbers when I pay a fixed fee to cover all my 01 and 02 'phonecalls. This number may have been convenient in the past to ensure that no-one paid more than the price of a local call but they are largely unnecessary now. In any event an alternative 01 or 02 number should be provided.

I was particularly annoyed to find that the telephone company I use requires me to use an 0845 number when contacting them. This company is onetel.

Derek James Baskerville