

**From:** Jim Russell  
**Sent:** 03 May 2006 8:27 PM  
**To:** NumberingReview  
**Subject:** Safeguarding Use of Numbers

**Follow Up Flag:** Follow up  
**Flag Status:** Completed  
Dear Sir/Madam,

I understand you are undertaking a review of the use of 0870 numbers.

Like many other people, I am disgusted by the way these numbers are used by large companies. More often than not, customers are held in a queue for a lengthy period unaware of the costs involved until they receive their telephone bill at the end of the month. I view it as a money making device introduced by large (and some small) companies to generate extra income – otherwise, why not list normal national numbers that can be called at the standard rate. Better still, 0800 numbers could be introduced as a sign of customer loyalty as most of the time customers are calling the corporations to sort out problems the large companies have actually caused. I have had particular difficulty with Carphone Warehouse who did not issue a £40 cash-back deal I was entitled to. After numerous calls, I spent almost £10 on phone calls to their customer service department – hardly fair!

I sincerely hope your review tightens this area for innocent customers like myself.

Regards,

J Russell

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No virus found in this outgoing message.

Checked by AVG Free Edition.

Version: 7.1.385 / Virus Database: 268.5.2/329 - Release Date: 5/2/2006