

Companies and / or Government departments which use 0845 and 0870 numbers force me to connect at rates charged per minute.

As a user of the phone service provider 18866.com I can connect a call to 01 or 02 numbers for a flat rate of 4p, no matter how long the call lasts.

By using the website saynoto0870.com I can sometimes find the alternative geographic number and thereby save unnecessary cost, but this is not always possible.

I take exception to being required to contact public bodies at greater expense than necessary. E.g. Hertfordshire Police publish an 0845 number for non urgent calls for assistance. Listening to recorded messages telling me how important my call is, at my expense, is not entertaining. Public bodies, especially those for whose service we have already paid, should be required to publish not only a non geographic number, but also the equivalent 01 or 02 number.

In this way the consumer will have the choice of which one to call. The 0845 and 0870 system stifles competition between telephone service providers.

Customers used to be told that the 0845 numbers were charged at the local rate. Well now that we only have one rate of charge, why do we need them anyway?!

Anyone for transparency?

Anthony Johnson