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Sent: 11 April 2006 10:44 AM
To: 03feedback@col.gsi.gov.uk; NumberingReview@ofcom.org.uk.
Subject: FW: Government Use of 0845 and 0870

Follow Up Flag: Follow up
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Attachments: Ofcom 03 Consultation.doc
Hi

Thank you for circulating this consultation. I manage the contract for the Connexions Direct Service for 13-19 year olds in England.

Connexions Direct provides high quality information, advice and support to young people aged 13-19 via telephone, text message, adviser on line and email. The contact centre operates between 8 am and 2am seven days a week, 365 days a year. The Service complements the face to face delivery of services provided by 47 local Connexions partnerships.

Young people can contact Connexions Direct by webchat, telephone, email, text and textphone. The main telephone number 080 800 13 2 19 is free from landlines, although a charge applies for mobiles (Cxns Direct advisers then call back). The textphone number is 08000 968 336.

I am reassured to learn that Ofcom proposes to leave current 0800 Freephone service numbers unchanged. In their consultation summary on the website, Ofcom state 'This is the one type of 08 number that is well-recognised and trusted by consumers. The same number generally is used for Freephone services internationally, which may contribute to high consumer awareness. And there is no current danger of these numbers being exhausted'.

As long as this remains the case, I have no concerns with regard to the services provided to young people via Connexions Direct.

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Visit the award winning website for young people:
www.connexions-direct.com