

Dear sir,

I do not understand the biz-speak language of the consultation so I do not feel that I can answer the questions as set out.

I do want to make a point though, that helplines in particular, should not be allowed to be 0870 numbers. The time spent on these calls is often lengthy, and the line is supposed to be there for the customer benefit, not the company profit. I have had a number of problems setting up AOL broadband and the helpline is an 0870 number. This has added a lot of costs to the installations which of course are not disclosed by the company. They can ensure that they will profit in this way by making the initial literature opaque and far from comprehensive, so that most of us then have to phone the helpline. It is very clever and very unfair.

Secondly, I object to having to pay an increased rate if I call from a mobile phone, and also for having to pay for alleged free phone numbers if I use my mobile rather than my landline. I am on contract and yet these free numbers are not counted as part of my inclusive minutes.

Finally, I think there should be a ban on using premium rate numbers for winners claim lines. If they want to use them for people to register votes or enter, fine, but when you are claiming as a winner then they are supposed to be giving YOU something, not charging you. An unemployed friend of mine was told he had won something so called the number and it cost him almost £17 for the phone call, and he had won some worthless trinket - "a genuine reproduction pearl bracelet". It was worth about 50p.

Where there are warnings about the costs perhaps too they can be in a font size which is actually readable? Surely this falls under the Disability Discrimination Act?

Many thanks - I hope you can consider my views.

B Chipp