

Sirs...

I feel that a great deal of thought should be given before allowing unregulated 0871 phone numbers. As a pensioner any hidden charge for phone calls should not be allowed. My detailed concerns are as follows

- ICSTIS should not try to hide the fact that 0871 are premium rate numbers. As a consumer we should be aware that 0871, like 09x, are premium rate numbers and that the company concerned is receiving revenue from the call in some way or another. If a consumer then decides to ring an 0871 knowing it's a premium rate number albeit lower rate than 09x then we can do so being fully informed that it's a premium rate number and that the company/organisation being called is receiving money from the call, that it costs 10p/min from BT landlines (rates from other providers may vary).
- Call queuing whilst being charged should be banned otherwise what is to stop companies currently using 09x numbers to move to 0871. For example, a company using a 10p/min 0871 number may generate more revenue by keeping the caller on the line than with a low 09x number costing anything like 15p/min or 25p/min and ICSTIS propose to do nothing about this at this time. It's been reported that ringing some companies may mean waiting in excess of 20 minutes+ before the call is answered.
- Companies should not be allowed to present these numbers on a receiver's caller display because there is the possibility that the receiving party may call back and be unaware of the potential costs. It is also apparent that there have been a number of scams operating which entice phone users to call back on revenue generating 0871 numbers by giving missed or silent calls.

I look forward to hearing your comments.

Sincerely.

Brendan Collins