

The real answer is to have the isp tell you how much any call will cost, so vodafone or BT or whoever has a robot say TEN PENCE PER MINUTE even before the ringtone. This is quite possible this is what 18866 do for instance. This solves all rip-off call problems.

Failing that then I agree to SAYNOTO0870's submission

in particular

Q6: Do you agree that the current application of Section 3 of the Code is appropriate to apply to the 0871 number range? (If not, please provide your reasons)

Yes except that it is mentioned that within section 3 of the code that service providers also hold non-premium rate UK customer service numbers but that you currently think 087x numbers are ok. This is a contradiction as 0871 will be premium rate numbers hence why they will be regulated by ICSTIS. Therefore, it defeats the point of the service provider not holding a non-premium rate number but yet allow them to hold an 0871 contact number. It is suggested therefore that service providers be required to hold a geographical number

Q9: Do you agree that Option D is a fair and proportionate application of the undue delay requirements in paragraph 5.4.2 of the Code to the 0871 number range? (If not, please provide your reasons and alternative preferred option. Additionally, please provide details of any other options you feel may be appropriate for ICSTIS to consider)

No. You state that you have received significant complaints concerning 0871 numbers as has Ofcom and at this time Ofcom is currently investigating scams on 0870 numbers. Once 0870 loses it's revenue share, most companies/organisations are expected to migrate to 0871 and this means scam artists will also do this. What you propose to basically not do anything about call queueing is not at all in the consumer interest but only in the interest of companies/organisations using these numbers.

Steve