

<b>Consultation:</b>	<b>0871 Services</b>
<b>FAO:</b>	Mr Nathan Marshall
<b>Name of respondent:</b>	Z A Chaikin Linekar
<b>Representing (self or organisation/s):</b>	Domestic Use

**Q1: Do you agree with our proposal to create a Statement of Application for the 0871 number range? If not, please provide your reasons and alternative suggestions.**

Only insofar as it does not cause any conflict with my main answers below

**Q2: Do you agree that the current application of Section 1 of the Code is appropriate to apply to the 0871 number range? If not, please give your reasons.**

Only if these numbers do not conflict with any of my given thoughts below.

**Q3: Do you agree that this is a fair and proportionate application of the network operators' due diligence requirements to the 0871 number range? If not, please give your reasons. ICSTIS would welcome further information regarding quantification of costs.**

Possibly

**Q4: Do you have any further information and evidence regarding usual payment times?**

**Additionally it would be helpful to have responses that indicate to what extent Service providers rely on immediate payments from network operators to cover their operational costs.**

N/A

**Q5: Do you agree that this is a fair and proportionate application of a delayed payment mechanism to the 0871 number range? If not, please provide your reasons.**

Perhaps

**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.**

There appears to be a conflict here. Section 3 provides that service providers also hold non premium rate UK numbers; you think 087 numbers are fine yet 0871 numbers will become premium numbers. I suspect, with this anomaly in situ, ICSTIS will not be regulating the 087 prefix numbers thereby leaving the consumer in a vulnerable position, as before. This conflict also allows the service provider to get round the requirement not to hold current premium rate numbers and enables a back door reinstatement of premium rate numbers by providers and permits ongoing high charges to the long suffering consumer. I would like to see the providers hold geographical numbers and the equivalent of the current 0845 **but definitely not** 0871 numbers which will easily translate into premium line costs to the consumer.

**Q7: Do you agree that the current application of Section 4 of the Code is appropriate to apply to the 0871 number range? If not, please provide your reasons.**

Yes - provided it does not conflict with any of my other answers.

**Q8: Do you agree that it is fair and proportionate to apply ICSTIS' current application of the prior permission regime under Section 5.1 of the Code to the 0871 number range? If not, please provide your reasons.**

Yes- it seems so

**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. It is known that large numbers of complaints have been received about 0871 numbers both by yourselves and Ofcom. 0870 numbers have been used for scams which are currently being investigated. Scammers will move as easily as companies will, they will all migrate en masse to 0871 numbers to keep their calling revenues and 'fleece' consumers. Your proposition is not even an honest business compromise – it will maintain a cheats charter. Call queuing which is the obvious money builder, is only in the interests of businesses and not the consumer. Surely you can see that this scam will be retained. Where in these proposals are you proposing to protect the consumer? **Advising consumers of possible holding times is not an option**, it does not protect us from financial abuse in any way whatsoever, it is a permissive option to the provider to circumvent any loose protections suggested. Firm and clear regulation not to use numbers other than geographical and 0845 equivalents, as used today, is, in my view the only way to regulate the industry and protect the consumer.

**Q10: Do you agree that this is a fair and proportionate application of the pricing information requirements under Section 5.7 of the Code to the 0871 number range? If not, please provide your reasons.**

There is nothing fair about taking time to tell a consumer how much a call will cost in a particular numbering framework – we, the consumer pay to be told that and it adds to the cost – so, NO. In addition you have the clouded issue of the 0871 numbers not being clearly understood to be premium rate number calls – no transparency there. Again, NO. This is not acceptable.

**Q11: Do you agree that it is appropriate to allow a three-month implementation period, as outlined above?**

On the basis that I disagree with these general proposals per se, a three month implementation period is not a relevant or acceptable option. These particular proposals should be binned and the subject matter re-thought in an honest and fair manner that really does indicate the consumer is being given due care, consideration and support.

**Q12: Do you agree that this is a fair and proportionate application of ICSTIS' scope of regulation in respect to content of services provided on the 0871 number range? If not, please provide your reasons.**

I am uncertain, bearing in mind my comments above and taking into account any further thoughts I may have.

**Q13: Do you agree that the current application of Section 6 of the Code is appropriate to apply to the 0871 number range? If not, please provide your reasons.**

My comments above and below would have to be taken account of.

**Q14: Do you agree that the current application of Section 7 of the Code is appropriate to apply to the 0871 number range? If not, please provide your reasons.**

My answer is the same as in questions 12 and 13 above.

**Q15: Do you agree that the current application of Sections 8 to 11 of the Code is appropriate to apply to the 0871 number range? If not, please provide your reasons.**

My answer is the same as Q14 above.

**Q16: Do you agree that this is a fair and proportionate application of the funding model in Annex 1 of the Code to apply to the 0871 number range? If not, please provide your reasons.**

Perhaps –I am a consumer who sees the gross affect of the stealth that has taken place and which could continue to take place.

**Q17: Do you agree that this is a fair and proportionate method of collection of the funding levy to apply to the 0871 number range? If not, please provide your reasons.**

My answer above applies.

**Q18: Do you agree that a minimum payment amount from each network operator should be £500 per annum? If not, please provide your reasons.**

-ditto-

**Q19: Do you agree that it is not appropriate for ICSTIS to create and promote a separate brand for regulation of the 0871 number range? If not, please provide your reasons.**

If this should be the case, ICSTIS must require that 0871 numbers are advertised as premium line numbers, (similar to 091 numbers) and not as any other kind of number such as a 'national rate' line number. This is a problem already encountered with providers in the current mix of unacceptable stealth cost phone numbers.

**Q20: Is there any other way in which ICSTIS' regulatory framework should be amended or otherwise so as to regulate the 0871 number range in a way that is fair and proportionate?**

What is fair and proportionate about proposing a different form of expensive phone calls that only benefits providers. We already pay our rentals and call rates, anything else in excess of that.

It is important to say though, that if such calls are allowed – in my view they should not be for the reasons already stated – then, there should be a block on caller display of these numbers, nor should there be a call-back option via 1571. Scams on call-back, silent calls etc. have been numerous; this must be stopped and as these proposals stand, there is no discouragement to these scams continuing. Many companies are flouting current Ofcom rules on caller display numbers and it is left to the oppressed public to police the weaknesses in the current structures and regulations. More of the same is not good enough.

**Q21: Do you agree that this is an appropriate wording for a Statement of Application based on ICSTIS' proposals? If not, please provide your reasons and alternative wording.** N/A