

Dear Nathan

I do not envy your role in this consultation regarding 0871/0870 telephone numbers.

What would be refreshing, in this instance, would be if ICSTIS, as an organisation, could break the British mold and be proactive on this one.

The fact is, we live in rip-off Britain, and regardless of what happens, unless you take preventative action in the first place, we (the public) are going to be robbed blind by companies using these premium rate numbers. No fancy words of comfort from your organisation will assuage this fact. WE ARE GOING TO BE (AS WE ARE AT THE MOMENT) RIPPED OF LEFT, RIGHT AND CENTRE. PERIOD.

So instead of waiting for Private Eye to lambast you two months into the takeover, DO SOMETHING ABOUT IT NOW. It has to be the simplest thing in the world to prevent abuse of these numbers (banning them altogether would be far simpler - there is absolutely no need for a company to use these numbers). OR make it a requirement to list an alternative STD telephone number.

SKY TV, when I phoned, told me that 0870 numbers are cheaper than STD, having kept me waiting for 12 minutes! Another company kept me hanging on for 18 minutes listening to their tinkly music. I have an inclusive telephone service, and thanks to www.saynoto0870.com I obtained an STD number, otherwise I would have paid for 30 minutes of premium rate telephone time to speak to two companies who really and truly are ripping off their customers through having unnecessary premium rate lines.

FOR HEAVENB SAKES DO SOMETHING instead of sitting idly by. Don't let it get to the stage that it did with the banks where Martin Lewis of moneysavingexpert.com (who already has you in his sights) grabbed the reins and caused overdue problems for the greedy suits of the banking fraternity.

Yours sincerely

Edward Moss