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, I think queuing on these high rate numbers should be banned altogether, as should long announcements about other places I can go for help (eg the web) or that my call may be monitored for training purposes. Companies can use 0845 if they want to. Since 0870 numbers have been in use I've noticed a huge increase in the amount of information I'm given before even getting into the queue and also often have to go through spurious data entry procedures – spurious because I have to repeat them when I finally get to a real person. I am furious about the way companies can make money from me when I'm ringing to do things like get a quote or pay a bill, where their business is benefiting anyway from my call. And it rubs salt into the wound to be kept hanging on the line in a queue. You even end up paying the company to complain about their bad service! If we have to listen to announcements, let it be something like this "Our company has required you to call us on an expensive 0870 number, so that we can make money from your call. All the time you waste on this call will be to our advantage."