

Good morning

I am not sure if I have sent my email to the correct department so apologies if not and please forward to the relevant person.

I had read with interest your recent consultation paper regarding 0871 services dated 25 April 2007.

Much of the content highlights concerns I share, however unless I missed something, there is no mention of 0871 services not working from abroad, whereas 0870 services do. I have tested 0871 numbers from France, Spain and Ireland and they do not work.

I believe this is a valid and important issue certainly for companies in a similar industry as Brittany Ferries who receive numerous calls from abroad every day.

We are not sure how to tackle this problem as we are currently using the 0870 service and are considering migrating across to 0871 but are unsure as to support our calls from abroad and I am sure we cannot be the only company in this situation.

I have already approached Ofcom about this and attached an extract of the response from Head of Telecoms Technology at Ofcom:

**Whether or not a number works from abroad is something for the foreign service provider to decide. The main factors in foreign providers enabling customers to call abroad seem to be the ability of the number adopter to share revenue, and the volume of traffic. Revenue-sharing is a deterrent to enabling access for customers, as it is considered to carry a greater risk of fraud. As 03 calls will not involve revenue-sharing - unlike 0871 numbers - foreign providers should be more willing to enable access from abroad. Ofcom will also be doing all it can to encourage foreign networks to enable access.**

You may wish to add a note regarding this to your consultation notes ? I would appreciate an acknowledgment to this email.

Regards,

Juliet Thrift  
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Brittany Ferries