

Consultation response form

Please complete this form in full and return to futureofnumberingteam@ofcom.org.uk or:

Future of Numbering Team
Ofcom
125 Princes Street
Edinburgh, EH2 4AD

| | |
|---|-----------------------------|
| Consultation title | Future of telephone numbers |
| Full name | |
| Contact phone number | |
| Representing (delete as appropriate) | Self |
| Organisation name | |
| Email address | |

Confidentiality

We ask for your contact details along with your response so that we can engage with you on this consultation. For further information about how Ofcom handles your personal information and your corresponding rights, see [Ofcom's General Privacy Statement](#).

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|--|-----------|
| Your details: We will keep your contact number and email address confidential. Is there anything else you want to keep confidential? Delete as appropriate. | Nothing / |
| Your response: Please indicate how much of your response you want to keep confidential. Delete as appropriate. | None / |
| For confidential responses, can Ofcom publish a reference to the contents of your response? | Yes / No |

Your response

| Question | Your response |
|---|--|
| <p>Question 2.1: We have set out developments in voice telephone services that are important in shaping our review of the future use of numbers to promote consumer confidence. Do you agree that these are the key considerations? Do you have any comments on our analysis of these developments? Are there any other developments or considerations that should be part of shaping this review, and if so, in what way?</p> | <p>I don't see your point about local numbers. Most 01 exchanges don't start local numbers NXXXXX with all n=1 to 9. You should do more 02n xxxx numbers, then 03n xxxx numbers. IP numbers were supposed to start with 05 or 06. And have an region code.</p> |
| <p>Question 3.1: What are your thoughts on the ability to dial local numbers from a landline without the area code? Do you think the local dialling facility has value?</p> | <p>I do not see why it should be lost. it should be kept – I use it sometimes</p> |
| <p>Question 3.2: Do you think local dialling should be closed on an area by area basis as required to increase number supply or across the whole of the UK at the same time? Why do you think this?</p> | <p>I don't see why- you could use more local number ranges and there are the national 0 prefixes for all other areas and the 03,04,05,06 ranges are under/un used.</p> |
| <p>Question 3.3: Do you have any views on allowing telecoms providers to make individual decisions on whether to provide customers with the ability to dial local numbers from a landline without the area code?</p> | <p>No everyone should provide local numbers.</p> |
| <p>Question 3.4: For telecoms providers, what are your thoughts on the ability to implement the closing of local dialling in all UK area codes simultaneously?</p> | |

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|--|---|
| <p>Question 3.5: For telecoms providers, what are your views on the technical feasibility of providing local dialling to customers when offering an IP-based voice service?</p> | |
| <p>Question 3.6: What do you consider are the important factors about geographic numbers? For example, is it the information they provide about the caller/called party? Is it familiarity, trust or confidence in call cost?</p> | <p>It helps identify the caller.</p> |
| <p>Question 3.7: What are your thoughts on retaining area codes in geographic numbers? Do you think location significance in geographic numbers has value and should be preserved? If so, why? How might your view change over time?</p> | <p>Yes absolutely. it must be preserved as it helps identify where call comes from. I always look at caller display to see who it might be</p> |
| <p>Question 4.1: What are your thoughts about 084 and 087 numbers? What are the benefits and/or disadvantages of contacting an organisation by calling an 084 or 087 number? Can you tell us of any experience you've had calling these numbers? Have you expressly chosen not to call a service that uses these numbers? If so, what led to that decision and how did you choose to make contact instead (if you did)?</p> | <p>I almost never use an 084/7 number and always look for an alternative number online or check the cost. Though sometimes there is an alternative equivalent 034 number in my cost plan. Never used an 09 number. Now there are no 08 geographic numbers you could have more levels of cost 080/081/082 for low cost info calls.</p> |
| <p>Question 4.2: We are interested in hearing from people who use 084 or 087 numbers as a contact telephone number. If you use one of these types of numbers as a means of contacting your service, why did you choose to do so? What do you think about using these numbers in the future?</p> | |

Question 4.3: For telecoms providers, we are interested in hearing from providers that offer services on 084 and 087 numbers to their customers. If you do, can you provide some examples of use cases? What benefits do you offer to organisations in using 084 and 087 numbers rather than other numbering options? For originating providers, do you have any customer experience of attitudes towards and views on calling 084 and 087 numbers that you can share?

Question 4.4: Are there changes to 084 and 087 number ranges that you think Ofcom should consider proposing to address the concerns highlighted in the research summarised in paragraphs 4.17 to 4.26?

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