

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

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| Consultation title | Future of telephone numbers |
| Full name | |
| Contact phone number | |
| Representing (delete as appropriate) | |
| 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](#).

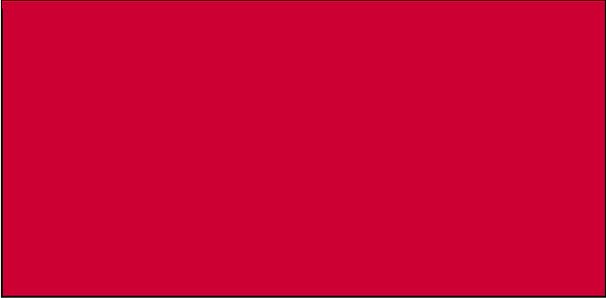
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| Your details: We will keep your contact number and email address confidential. Is there anything else you want to keep confidential? Delete as appropriate. | Please keep the following confidential: <ul style="list-style-type: none"> • Full name • Representing • Contact phone number • Organisation name • Email address |
| 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 |

Your response

| Question | Your response |
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| <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>Confidential? – N</p> <p>No comment</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>Confidential? – N</p> <p>With increased voice traffic originating from mobile phones, and due to the number of consumers who own a mobile phone, more calls are made where the full PSTN number is dialled.</p> <p>I don't believe that local dialling retains any value and believe that that local dialling should be considered obsolete/historical.</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>Confidential? – N</p> <p>Close local dialling across the UK, at the same time.</p> <p>If Ofcom were to enforce national dialling across all geographic number ranges, this would lead to uniform dialling policy.</p> <p>Additionally, this would free up many blocks of numbers for allocation, which cannot currently be dialled, due to the availability of local dialling. For example, local numbers beginning 0x, 1x, and 9x could be made available for allocation.</p> <p>As an example, with local dialling closed, additional capacity for number range allocation</p> |

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| | <p>would be opened up in the Manchester area, as follows:</p> <ul style="list-style-type: none"> • 01610xxxxxx • 01611xxxxxx • 01619xxxxxx <p>Closing local dialling and enforcing national dialling would also fully open up “National Dialling Only” ranges for end-user and consumer use.</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>Confidential? – N</p> <p>Ofcom should set both set and enforce this policy.</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> | <p>Confidential? – N</p> <p>I do not foresee this as an issue. Ending local dialling and enforcing national dialling will simply policy across the UK.</p> |
| <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>Confidential? – N</p> <p>There are several Internet Telephony Service Providers (ITSP) who enforce national dialling, especially as VoIP (SIP) is not generally restricted to one geographic location.</p> <p>This is coupled with many businesses using PSTN numbers in geographic areas which are disparate to their own physical presence/location.</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>Confidential? – N</p> <p>Familiarity and confidence.</p> <p>I don't believe that “trust” factors into this, as it's what's behind the number called that establishes a “trust” relationship.</p> |

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| <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>Confidential? – N</p> <p>Due to the industry shift to VoIP (SIP), and movement away from having offices in the same geographic area as the PSTN codes used, I believe there is merit in Ofcom considering the uncoupling of PSTN area codes from geographic locations, ie the deregulation of all geographic area codes.</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>Confidential? – N</p> <p>From a consumer perspective, the single value that 084/087 numbers provide is to relieve the pressure on geographic number range allocation, and to assist with geographic number range conservation.</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> | <p>Confidential? – N</p> <p>Not applicable.</p> |
| <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?</p> | <p>Confidential? – N</p> <p>Not applicable</p> |
| <p>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?</p> | <p>Confidential? – N</p> <p>Ofcom should consider a policy change, whereby the cost of calling an 084/087 number is no more than the cost of calling an 01/02/03 number.</p> <p>Such a change would only work if Ofcom ensured that originating carriers (such as</p> |



mobile networks) were not allowed to charge more than the cost of calling an 01/02/03 number.

For example, an 0844 number may be 5ppm to call from a landline, and 50ppm to call from a mobile phone.

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