

ICSTIS shouldn't hide the fact 08711 are premium rate nos. As consumers we should know that 0871, like 09x are premium rate nos. & the company concerned is getting revenue for these calls. If we ring 0871 we should be told cost & that the company is getting money from the call.

Charges whilst queueing should be banned. Companies just keep people hanging on so they can get more money. If a call cannot be answered straight away, firm should call back. Apart from charges being banned while queueing, they should also be banned while the consumer is being given the alternative nos. to press which often takes a while.

I think it is disgraceful that amount of money should be charged for calls. 0845 numbers are bad enough. I think people are probably left hanging on the phone just so the firm can get more money.