



This transcript picks out significant attributed comments from the broadcast.

The times given are as in the recorded extracts.

3:01	David Hickson - Fair Telecoms Campaign	<p>If you have a 03 number, you pay for the extra facilities on the line, your callers do not have to pay a premium.</p> <p>With 084 numbers, 0845 / 0844, a part of what the caller pays to connect with that number is passed on as a subsidy to help the person using the number pay for it. Obviously that cost is passed back on to them, as a premium over the cost of calling an ordinary number.</p> <p>The 03 range is there for those who need the advanced facilities of non-geographic numbers, but don't feel it is right to charge their callers for them to have these facilities.</p>
5:23	Jo in Bracknell	<p>The Ringmead Medical Centre in Bracknell charges you by using a 084 number.</p> <p>My brother who has disabilities needs to make a lot of appointments at the moment.</p> <p>It is costing an average of 50p each time he calls ...; he can't afford this.</p> <p>I've emailed my MP to look at this; I haven't heard anything back yet.</p>
6:20	Various	Reading Football Club ... The Royal Berkshire Hospital ... Burnham Health Centre
9:19	Dr George Kassianos - Ringmead Medical Practice	<p>We signed a contract 6 years ago, for 7 years, and at the time we asked the Primary Care Trust whether this is the right thing to do; and they said "please go ahead".</p> <p>There is another year to run. We hate it, we don't like it, but to come out you have to pay a fine of about £10,000.</p> <p>There is a solution. We are just about to introduce a 01344 number in parallel with the 0844, so people have a choice.</p>
	Andrew Peach (presenter)	Some other practices have done this and it does not come through to the same phone, you can't be in the queuing system ...
	Dr Kasianos	Exactly!
12:20	Phil in Earley	Most government departments ... Tax Office ... Social Services ... Jobcentre
13:21	Sue in Calcutt	Most car insurance companies
1:18	David Hickson	<p>In a few months time, new announcements are going to be made by Ofcom, about new regulations. This will mean that the "Service Charge" which is levied when you call a 08 number will have to be declared.</p> <p>I believe that the banks, other institutions, supermarkets will have to think again and, with luck, we'll get them all to change.</p>

