



21 June 2011

Manager, Numbering Project
Australian Communications and Media Authority
PO Box 13112
Law Courts
Melbourne
Victoria 8010

By email: numbering.project@acma.gov.au

Dear Australian Communications and Media Authority (ACMA)

Re: Numbering Plan Consultation Paper Four: Implications of Research into Consumer Issues

Thank you for the opportunity to comment on *Numbering Plan Consultation Paper Four: Implications of Research into Consumer Issues* (the paper). This paper is the fourth and final in a series and examines the ACMA-commissioned research into consumer awareness of call price information embedded within a telephone number.

On 8 November 2010, the Energy and Water Ombudsman (Victoria) (EWOV) provided a submission on the third paper in this series, titled *Numbering: Structure of Australia's Telephone Numbering Plan*, a copy of which is attached.

To ensure that EWOV is equally accessible to all customers, we support call charges that do not disadvantage customers using mobile phones. As such, calls to 1800 numbers should be free and calls from mobile phones to 13/1300 numbers should be charged the same fixed rate as calls from landlines.

It continues to be EWOV's experience that customers incur high mobile phone costs when calling their energy and water company's 1800 and 13/1300 numbers to resolve their issues. Our services are free and we use a 1800 number to make it as easy as possible for customers to call us. We also offer to call back customers who call us using their mobile phone.

Energy and Water Ombudsman
(Victoria) Limited
ABN 57 070 516 175
GPO Box 469
Melbourne VIC 3001

Administration
Melbourne VIC 3000
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Email ewovinfo@ewov.com.au
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We trust that the above comments are helpful. Should you require further information or have any queries, please contact Justin Stokes, Senior Research and Communications Officer on (03) 8672 4272.

Yours sincerely

A handwritten signature in cursive script that reads "Fiona McLeod". The signature is written in a dark ink and is positioned below the text "Yours sincerely".

Fiona McLeod
Energy and Water Ombudsman (Victoria)