

MEMO

To: [REDACTED]
cc: [REDACTED], [REDACTED], [REDACTED]
From: [REDACTED]
Date: 8 March 2005
Ref / Subject: NTS research brief

[REDACTED]

- 1) The Consumer Panel have asked me to convey their thanks for sharing the NTS research brief with them. In general members thought that it was a comprehensive and robust brief, with the questions at slides 6 and 7 covering almost all relevant topics. There were one or two comments or points where members thought clarification might be necessary though. These are:
 - a) On slide 2, the use of the term 'contact services' was thought not to be quite as descriptive as it could be (although it is appreciated that finding the short-hand for the range of services covered is difficult). When the research goes to field care will need to be taken to make sure respondents understand the sorts of services that operate on 084X or 087X numbers.
 - b) One member commented that the research did not capture any particular problems faced by disabled consumers e.g. those using Type Talk for instance. These consumers may incur disproportionately larger costs for NTS calls because of the additional length of calls. Additionally, members wondered whether the research should consider whether consumer attitudes generally were affected by the exclusion of NTS numbers from most call packages.
- 2) I hope you find these comments helpful and the Panel looks forward to hearing of the results.

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