

Dear Mr Phillips,

Thank you for your reply. If you wish to publish my comments in this or teh previous email you are free to do so provided you do not publish any of my contact details and publish my name as initials CB only. Should there be a request for confirmation that I exist through an official government body only, regarding the subject on which the comments are based (i.e. Telecoms) please act as third party and send that request to me for consideration.

I also attach a fax I have just received. I shall not answer it a) because it would be at my expense b) because the cost of the fax number is not specifically stated either. Why should I have to pay to tell them I don't want them? - I never asked for them in the first place! You do not take out a contract for a landline or any telephone service on the basis that you are inviting people to sell to you, and if the service provider wishes to do this to earn revenue it should be opt-in choice for residential and business in the interests. I am not talking about the occassional approach to businesses here, but repeated approaches.

The attached fax copy may be difficult to read, but you should be able tyo see the fax number and company heading. There are no addresses or further details below. If you want a better copy I could fax it to you if you like!

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Dear Sir,

I am disgusted that silent calls, no ID, and numerous other sales calls and unsolicited fax calls to both residential and business numbers are continuing with no apparent controls and I would like to see you act far more decisively in stopping these intrusions.

They are costing me valuable time in having to download faxes to the computer and then delete them, make sure the answerphone is on so I can monitor the call to see if it a genuine business call or a "you have won a priize" rubbish, and having to retain an ex-directory number to ensure the carers of my severely handicapped daughter can get through in emergency (which incidently some companies like County Kitchens have been using and get short shrift from me).

I would like to see the code used by IFA's to be universal - no ex-directory calls without referral, no sales calls without referral or request, no faxes without authority, ban all silent calls and recorded messages (I pick up the phone and leave it so it costs them more - the only defence it seems the public have if no ID - which if from a company should give the number AND the company name on 1471). This also means some people cannot then get through. Sales should be targeted properly to people who have requested a call - using a machine gun approach is inefficient and destroys the reputation of those in business that do things properly.

If something is not done, I will be forced to stop both my landlines and have one personal mobile and one business mobile, both unregistered directory numbers. I note that many young housholders are

already turning away from landlines.

This, together with email spams and viruses are costing UK business and personal recipients many hours of time a month, and many pounds in lost business. Please take a more responsible attitude and show that you mean business!

I appreciate the EU laws may be a hinderance, but I am sure you could do more to discourage these calls or make it difficult and more costly for only the people who use bad practice.

I am sure very few people have the time to keep reporting the numbers to their service provider, and they just change the numbers anyway. If the ISP internet providers have intervened, from what I can see, quite effectively to reduce the majority of spam and viruses, I am sure all call service providers could be made to do the same.

Yours sincerely,