

Annex 4

Consultation questions

- Q1 Do you agree that consumers are concerned by silent calls and that Ofcom is right to take enforcement action against the companies that make them? YES
- Q2 Do you agree with Ofcom's proposed approach to taking enforcement action, guided by a sense of administrative priority? NO
- Q3 Do you agree that the range of procedures proposed in the statement will be effective in reducing the degree of anxiety, annoyance and inconvenience caused by silent calls? NO
- Q4 Are there any additional procedures which call centres could adopt to reduce the degree of anxiety, annoyance and inconvenience caused by silent calls? YES

Q2 THERE SHOULD BE NO SILENT CALLS

Q4 OVERSEAS CALL CENTRES ESPECIALLY

①. INDIA + AMERICA.

THESE TOO MUST BE STOPPED

②. BURGARS CHECKING UP ON POTENTIALLY EMPTY :: VULNERABLE PROPERTIES WORRY ME A LOT.

③ CALLS MUST ALL BE TRACEABLE

④ CERTAIN INDUSTRIES ARE ESPECIALLY CULPABLE

NAMELY — DOUBLE GLAZING
— KITCHENS
— TRAVEL