

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! But the problem is many hide behind untraceable CLI data and so cannot be reported/traced.

Q2) Do you agree with Ofcom's proposed approach to taking enforcement action, guided by a sense of administrative priority?

In an ideal world it should be alright however this is not an ideal world and you cannot regulate a company if they cannot be reported to you.

The proposals only work with traceable calls, I have already tried (and failed) asking BT if they can supply data to a body (possibly yourselves) so that immediately after such a call the consumer can dial (say) 987 and FULL details of the previous call - they will have CLI data even where it is not passed on to the end user - are logged and sent on to a body like yours, this way those that use foreign call centres or hide behind 'INTERNATIONAL', 'UNAVAILABLE'. 'WITHHELD' or plain fake CLI data (e.g. 05557801[*]) can be reported and therefore be regulated.

[*] This CLI data I later found out to be presented by '3' the mobile company who deliberately decided to show a number that appears to be a BT VoIP number but when called is not in use. I had calls from this exact CLI number many times before finally being spoken to, thus proving it was a willfull action not a tempory glitch.

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 I don't agree - if the culprits are effectively untracable (i.e. CLI data missing, false, etc). This aspect must be addressed first.

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, start putting proper informantion out - including, but not limited to, real CLI data, FREE return numbers and having to play voice information - long enough to be understandable even on answerphones.

Failing that they should completely stop using such techniques, only make

calls as and when staff are available to talk to the 'customer'. If they must make the calls then CLI data must be real, usable and ideally a FREE number for return calls.