

In response to the four questions in the document I give my views as follows:

I strongly agree that consumers are concerned by silent calls and that ofcom should take very strong action against such calls. I do not think there should be any silent calls.

I do not agree that the proposed enforcement action is guided by a sense of administrative priority. I think it is supporting the continuation of the existing poor conditions.

I strongly do not agree that the proposed procedures will reduce anxiety. I think it will continue.

I do not think call centres should be allowed to make silent calls and I think ofcom should stop it completely.