

My suggestions are:

- **enable silent and other “marketing” and “sales” calls to be contacted via 1471 – anonymity is unacceptable**
- **the caller must be obliged to give their organisation’s name and contact details**
- **the caller must be obliged to give address and other contact details of the organisation who has commissioned the project with them**
- **there must be a clear mechanism for asking for and confirming your name is removed from the callers’ database**
- **limit the time of day, and days of the week when such calls are allowed (if we have to suffer this, then Mon to Fri 10 – 4pm)**

The reason for the above is that it is my experience and the experience of others, that much time is wasted by dealing with cold calls.

They are a potential route for fraud (“you have won a holiday”) and are most dangerous to those who are less able to deal with this method of marketing.