

Response to Consultation on the Persistent Misuse of an Electronic Communications Network or Electronic Communications Service

Question 1

I totally agree that consumers are anxious about silent calls and that Ofcom is right to take enforcement action against the companies that make them.

Question 2

Firstly, I believe it is essential that NO calls are unanswered by the calling organisation. I work in Social Services, mainly with elderly/disabled people. For a number of my clients, silent calls have been a major source of anxiety and distress. Some have felt they are being victimised in the community. This can be exacerbated by their lack of mobility in getting to the phone in the first place, placing them at greater risk of falls if they hurry whilst leaving them feeling very vulnerable.

As a consequence of the experiences of my clients I firmly believe that if such calls are made, they MUST be answered by a person who and not a recorded message and that on every occasion an option to opt out of further calls be offered. The caller should also identify the organisation in question and offer to give a telephone contact number in case of further complaint. The telephone number of the calling organisation must not be withheld and should be accessible via the BT caller identification system.

I therefore do not agree with the proposals as they stand.

Question 3

There will be some reduction in anxiety, annoyance and inconvenience but the proposals do not go far enough.

Question 4

See response 2

Thank you