

Dear Sir,

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?

Answer: YES

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

Answer: To a point

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?

Answer: To some extent

Q4 Are there any additional procedures which call centres could adopt to reduce the degree of anxiety, annoyance and inconvenience caused by silent calls?

Answer: ONLY make such calls to those people who have **OPTED IN** to be contacted, and stop annoying those people who do not wish to be contacted and disturbed in this manner. They are nuisance calls and a possible breach of Civil Liberties.