

## 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?**

**Yes, Very much so!**

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

**Yes**

**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?**

**Yes, in the first instance. Calls from abroad maybe more difficult to manage but there should be some response for those who may wish to use a foreign nation to make the calls to subvert the UK legislation.**

**The section referring to the Fax calls could be strengthened to cover the use of dial out modems (say from fridge plants, boiler houses etc and burglar alarms) that are preset to dial a sequence of numbers to a computer when receiving an alarm situation.**

**The recorded message should be repeatable so the receiver of the call could have time to obtain a means of writing the details down.**

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

**None that comes to mind.**