

Statement of policy on the persistent misuse of an electronic communications network or electronic communications service

I think especially with the use of computer generated software all companies must refer to the TPS registry before a number is called - software must be programmed to check first.

I also think once registered you should stay on it until you de-register, instead of having to re-apply every year.

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? y

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

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? y

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

**The full document is available below:**