

**Title:**

Mr

**Forename:**

Steve

**Surname:**

Smith

**Representing:**

Organisation

**Organisation (if applicable):**

trueCall Ltd

**Additional comments:**

trueCall Ltd are closely involved in the nuisance call issue, providing consumers with the ability to control the calls they receive.

**Question 1: What are your views on Ofcom's proposed priorities for 2013/14?:****Question 2: What are your views on Ofcom's proposed work areas for 2013/14?:**

4.43 Silent calls issue

In Ofcom's response to the DCMS review they said that have asked the Office of the Telcoms Adjudicator to work with industry to develop a formal process for tracing and blocking calls. It would be good to see this explicitly mentioned as a task in the plan.

During a discussion about nuisance calls at the Consumer Forum for Communications meeting in December 2012 Lynn Parker of Ofcom said that Ofcom would work with the DCMS to implement a more streamlined regulatory regime. This is very welcome as consumers don't distinguish between the different types of nuisance call. It would be good to see this explicitly mentioned as a task in the plan.