

Name Withheld 3

Additional comments:

Subscribers have no choices apart from TPS which is restricted to UK. We are at the mercy of unscrupulous scammers, marketers, criminals and in fact any foreign organisation or individual.

Subscribers should be given the opportunity of blocking calls from individual countries, whether they are made by landline or mobiles.

Foreign firms wanting 'survey' information or trying to sell are an intrusion into peoples' lives.

Question 1: We would welcome views and evidence from stakeholders on (a) the main types of harm that consumers experience from nuisance calls in general and specifically in relation to silent and abandoned calls and (b) how to measure the harm. Please refer to [Annex 4 Call for inputs questions](#) for details of the points you may wish to consider in your response.:

Rudeness and abuse from call centres mainly in India. I shouldn't have to hear this when I say No!

Question 2: We would welcome views and evidence from stakeholders on what are the key drivers of (a) silent calls and (b) abandoned calls. Please refer to [Annex 4 Call for inputs questions](#) for details of the points you may wish to consider in your response.:

attempts at marketing or scamming from abroad. UK call s are dealt with effectively by TPS.

Question 3: We would welcome views and evidence on the use of AMD including (a) if call centres have changed their use of AMD in recent years and if so why (b) the volume of calls made by call centres with and without the use of AMD (c) false positive rates when using AMD and any data to suggest that the accuracy of AMD has improved in recent years.:

Question 4: We would welcome views and evidence on potential changes to the policy to help reduce the harm caused by silent and abandoned calls including those identified in Figure 2 (abandoned call rate and approach to AMD), Figure 3 (time limits for calling consumers and connecting to a live agent) and Figure 4 (good management and appropriate processes). Please refer to [Annex 4 Call for inputs questions](#) for details of the points you may wish to consider in your response. .:

Every subscriber should be allowed to block calls from individual non UK countries. I would straight away choose to block India and .china. Why this can't be offered mystifies me.

Question 5: We would welcome views and evidence on potential changes that could be made to the policy relating to the a) current five general examples of persistent misuse (misuse of automated calling systems, number-scanning, misuse of a CLI facility, misuse for dishonest gain ? scams, and misuse of allocated telephone numbers) or b) other examples of persistent misuse. Please refer to [Annex 4 Call for inputs questions](#) for details of the points you may wish to consider in your response.:

change to individual preferences for subscribers (as computer users have at the moment) to block foreign calls from problem countries. The subscriber could then choose when to block or unblock a particular country.

Question 6: We have not identified any significant changes to this section of the policy, relating to the issuing of notifications, at this stage. However, we welcome views and evidence from stakeholders on any changes they consider may improve the understanding or clarity of this section of the policy :

Question 7: We would welcome information on the current operation of the outbound call centre market, in particular a) the size of the current outbound calling market e.g. the annual number of calls made as well as the value, b) the size of total annual costs in the outbound market (where possible split by operating costs and capital costs (or depreciation)), c) the average costs per call/per agent (or per agent hour), d) the split of call centre locations (domestic or overseas) that make calls to UK numbers.:

i now receive very very few UK nuisance calls as TPS works for me. 1 per month) usually machine recorded calls.

I receive 14 calls per week from India (usually actual people) despite the fact that I have call blocking.

Using 1471 I find the numbers (when they are not withheld) are mobile numbers. It should be possible to identify mobile signals from foreign countries and block them.

Question 8: We would welcome any initial views and evidence on the potential costs and benefits of any of the potential changes to the policy. In particular, whether any of the potential changes would a) require investment in new technology or other capital costs, b) have an impact on efficiency and operating costs, c) have an impact on call-centre costs or call-centre prices (to their clients), d) affect competition in the call-centre market, e) have a different impact on different types of call centre, and if so, what factors affect the level of impact.:

It shouldn't matter how much it costs call centres and scammers. Make them pay for scamming and disturbing people who do not want their calls.

Question 9: We would welcome any views on what factors may influence a call centre's likelihood of adhering to the current or a stricter policy.:

loss of revenue. It's always the bottom line isn't it?