

Title:

Forename:

Surname:

Representing:

Self

Organisation (if applicable):

Email:

What additional details do you want to keep confidential?:

Keep name confidential

If you want part of your response kept confidential, which parts?:

Ofcom may publish a response summary:

Yes

I confirm that I have read the declaration:

Yes

Additional comments:

Question 1:Are there areas of Ofcom's overall strategic approaches and purposes (outlined in paragraphs 2.4 to 2.10 above) that may need to change?:

No.

Question 2:What are the issues and areas that should form Ofcom's priorities or major work areas in 2015/16?:

- 1) Ensure that all telecom suppliers must present a valid Caller ID "International" flag for calls originated outside the UK even if the calls present a number that looks like a UK number, in order that International calls can be completely or selectively blocked by consumers. (To permit blocking of endless "Government approved boiler" scheme calls.)
- 2) Ensure that all telecom suppliers must only present valid caller IDs - again, the aim being to reduce spam calls. e.g. incorrect, random or someone else's caller IDs should not be allowed to be presented.
- 3) Continue work on ensuring that prices may not rise during fixed term contracts.

4) Work to reduce BT's near monopoly position to encourage competition and the beneficial effects on price and service that that would bring.

5) Ensure that BT meets sensible SLAs for fault fixing and that there is recourse if they fail to meet their SLAs.

Question 3: Are there any specific areas for deregulation or simplification in the coming year?:

1) Continue work to make the phone numbering scheme easy to understand in terms of pricing.

2) Make 0800 numbers free to call from mobiles. Or introduce two separate ranges e.g. 0800 that is free from land lines and mobiles and 0805 that is free from landlines but not from mobiles. Ensure all mobile suppliers have to make these 0800 numbers free to call.