
From: Charles [REDACTED]
Sent: 25 February 2017 08:05
To: Selene Rosso
Subject: EXTERNAL: Consultation on the general conditions relating to consumer protection

[REDACTED]

Tel: [REDACTED]

Consultation on the general conditions relating to consumer protection

Dear Selene Rosso,

In response to Question 18 of this consultation I should like to add my personal support. I regard the strengthening of protection against undiallable or invalid CLIs to be of great importance. Much is made of the nuisance value of such calls; we should also be taking with the utmost seriousness their potential (and actual) use for criminal purposes.

I should like to suggest that your organisation consider adding the further facility, already available to me through my commercially available TrueCall call handling device, to modify the initial response to numbers from which nuisance calls are received, so that any nominated caller may in future be denied access to my number, but in such a way that I can determine that such a call was attempted.

Such a service would probably require the customer to have some form of computerised device with internet access, such as a PC, tablet or smart-phone in order to fine-tune his responses. Although this would make the service difficult or unavailable for those with insufficient funds or too little technical knowledge, its potential benefit to the great

majority of end-users might nonetheless justify its serious consideration.

Yours faithfully,

Charles Lulham