

**Title:**

Mr

**Forename:**

Mike

**Surname:**

Kennedy

**Representing:**

Self

**Organisation (if applicable):**

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**What do you want Ofcom to keep confidential?:**

Keep nothing 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

**Ofcom should only publish this response after the consultation has ended:**

You may publish my response on receipt

**Additional comments:**

Ofcom is currently consulting on proposals to permit Silent Calls to be made no more than once a day to any particular victim

There may be some who think that it would be a good thing if Silent Calls were limited in this way - I do not. Ofcom's duty is to eradicate Silent Calls, insofar as it can, not tolerate them.

Ofcom is still awaiting parliamentary approval for an increase to the maximum penalty that it may impose for those misusing the telephone network, e.g. by making Silent Calls.

Last time parliament granted such an increase it came with the following proviso, as stated by the then Minister:

"We expect you to use your powers to eradicate the nuisance of Silent Calls";  
(Listen and see links here.)

Four years later, Ofcom is now considering trying to impose a limitation simply on the frequency with which such calls can be made to any particular person. I would say "THIS IS NOT GOOD ENOUGH";, but such a statement would itself be hopelessly inadequate to reflect the extent to which Ofcom is flouting the expressed will of parliament.

For the sake of the reputation of the Call Centre industry and for the good of citizens, the wholly unnecessary and unacceptable practice of hanging up in silence when a telephone call is answered must be totally prohibited. (That was Ofcom's policy at the time when I started campaigning for it to be implemented, in 2003.)

The proposal out to consultation must therefore be rejected. Parliamentary approval of the increased penalty cannot be granted until it is seen to be used to give effect to a proper policy that fails to tolerate any Silent Calls and applies proportionate and appropriate penalties against those who breach enforceable requirements to cease the practice.

(Online responses to the consultation can be made at the following link - <https://stakeholders.ofcom.org.uk/consultations/silent-calls/howtorespond/form>. The detailed questions reflect Ofcom tinkering with wholly unnecessary complex, over-technical pseudo-regulations, which miss the essential point that no one should ever hang up in silence.)

**Question 1: Do you agree that Ofcom should limit the number of times a company can call an answer machine without guaranteeing the presence of a live operator to once every 24 hours?:**

Must be zero.

**Question 2: Do you agree with Ofcom that a two month implementation period (from publication of Ofcom's revised statement) would be an appropriate length of time for industry stakeholders to adopt any changes to comply with the proposed 24 hour policy?:**

No. It should be done immediately.

**Question 3: Has Ofcom provided sufficient clarity on how the abandoned call rate is to be calculated?:**

No

**Question 4: Do you agree with the factors set out by Ofcom for determining a reasoned estimate of AMD false positives in an ACS user's abandoned call rate?:**

No

**Question 5: Has Ofcom provided sufficient clarity on how AMD users should calculate an abandoned call rate that includes a reasoned estimate of AMD false positives?:**

There should be NO abandoned calls with leaving a message and identity.

**Question 6: Has Ofcom provided sufficient clarity on how non-AMD users should calculate an abandoned call rate that includes an estimate of abandoned calls picked up by answer machines? :**

There should be NO abandoned calls with leaving a message and identity

**Question 7: Do you agree that Ofcom should not amend the existing two second policy as set out in the 2009 Amendment from 'start of salutation' to 'end of salutation'?:**

**Question 8: Do you agree with Ofcom's policy proposal that companies provide a geographic contact number (01, 02 or 03) in addition to a freephone (080) number in the information message provided in the event of an abandoned call?:**

Yes.

**Question 9: Has Ofcom provided sufficient clarity on what constitutes a 'campaign'?:**