

**Title:**

**Forename:**

**Surname:**

**Representing:**

Self

**Organisation (if applicable):**

**Email:**

**What do you want Ofcom 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

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

You may publish my response on receipt

**Additional comments:**

I would like to make a general comment on this issue.

Whilst overseas recently I received several automatic calls where the caller (Specsavers) did not leave a message explaining their call - ie a silent message was left. This caused considerable inconvenience, as my son was poorly at the time and we were having to liaise with our UK insurance company. I therefore thought the caller might have been our insurance company. I therefore had to return the calls (costing approx £5) to discover these were automated calls from Specsavers' contact centre.

Had a message been left and I had received only one call I could have dealt with the matter on my return to the UK. I therefore consider that it is appropriate only that companies may call once in any single 30 day period; and that a message is always left (even if the message is automated).

**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?:**

**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?:**

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

**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?:**

**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?:**

**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? :**

**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?:**

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