

NEW SILENT CALL RULES COME INTO FORCE

On 1st February 2011 new rules came into force designed to prevent consumers being harassed by repeated silent calls from the same company.

Companies are being warned to comply with new regulations, or face fines of up to £2million.

During 2010, Ofcom received over 9000 complaints about silent calls, with over 70% stating they received two or more calls in one day from the same company.

Silent calls can cause significant distress to some, as calls are often received repeatedly over a period of weeks or months. It can also lead to people feeling that they are being specifically targeted.

Ofcom will continue to monitor complaints about silent and abandoned calls, but expect to see a reduction in the number of complaints they received

Silent calls are usually generated using 'automated diallers' and if set incorrectly more numbers are dialled than there are operators to take the calls.

If you are having a problem with silent calls, it is worth registering with the Telephone Preference Service on 0845 070 07 07 and Silent Call Guard on 0844 372 2325. These services together will help cut down on the number of calls you receive from companies trying to sell you products or services and those carrying out market research.

If you would like to make a complaint about a specific company regarding the number of silent calls you receive from them, contact Ofcom on 0300 123 333 333 or 020 7981 3040, Monday – Friday between 9am and 5pm.

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All our alerts are available in a range of formats and languages, including large print. Please contact Community Development if this would be helpful to you, or to someone you know. Address: 14 Martin Street, Stafford, ST16 2LG. community.development@staffordshire.gov.uk

