

**MR K EVAN RESPONSE**  
**RECEIVED VIA EMAIL – CLI INBOX**  
**FRIDAY 28<sup>TH</sup> APRIL 13.04**

Mr. K. Evans.

This proposal makes for interesting reading.

We understand that is impossible to block all scam calls; and we seriously doubt there is any international agreement to clamp - down on transgressors acting between countries ( would that there was ! ); but our own concern is with family members who are disabled and who's reliance on a landline is paramount.

For example; I have an eldest sister living in London; who sight has failed drastically and has mobility difficulties. She is registered with B.T. and has to either commit essential numbers to memory; or have them written in abnormally large case.

Care for her is very thin on the ground; so we hope that an explanation of the system will be filtered down to her ( as a responsibility of the Company ) in a way that she can absorb; given that in her 80's; her normally sharp memory is failing, somewhat.

There should be some safe connection between people like her and their respective provider in order to create a private list of trusted and genuine contact numbers that the client can add to or delete from as needs must.

We are aware of a project between the RNIB and two others who are producing a smart phone geared specifically for those visually challenged; but this option seems to be quite expensive, at present.

Voice - control is obviously a facility of considerable help to the blind; but if finger - print and eye - scans can now be hacked, who's to say it can't happen to the voice - recognition systems ?

On a related issue : -

We recently fell foul of another mobile phone provider when we lost or could not remember our 2 - stage security question &:answer. As a result; we could not take our issue any further, even though we were still paying for the account by direct debit.

We were only able to resolve the issue after having to hand - write letters to the Company concerned, as we no longer have a PC & Printer set - up; and they, no email contact - which seems to be the normal cop - out for most Company's, now.

Apologies for the little 'rant', but we hope that the proposed new system will at least make it easier for the disabled.

With kind regards,

Mr. & Mrs. K. Evans.