
From: [REDACTED]
Sent: 15 January 2017 10:00
To: Selene Rosso
Subject: EXTERNAL: Response to Consultation on the general conditions relating to consumer protection
Attachments: condoc_cov_sheet.doc

Hi,

* I agree with your proposal to make CLI free.

* I agree with your proposal to make providers automatically block calls from invalid CLIDs.

* I think the unintended consequence of blocking invalid CLIDs will be that unscrupulous people will then pick a valid CLID to make their spam call. i.e. an innocent third party will appear to have made the spam call and then either be a) at risk of receiving angry calls from people who think they have called them, or b) at risk of being reported as the originator of the spam call when it was not them who made it.

* I think it's ABSOLUTELY ESSENTIAL that AT THE SAME TIME as blocking invalid CLIDs there is a process in place WITH ALL PROVIDERS (landline and mobile) to enable people to only use presentation numbers that they are entitled to use.

My thought is that a prefix such as the current 1471 type code could be used to set your line to use a different presentation number either on a "next call only" or an "until I change it" basis.

To make this work there would need to be a way of controlling who can use each presentation number. I guess this could be done by issuing a (changeable) PIN with each valid presentation number so to use it on a different line you would dial something like:

<code to change presentation number><presentation number><PIN code>

The PIN code would need to be changeable by the owner (bill payer) of the presentation number using a master PIN code.

This would allow e.g. people working at home for an organisation to use their home phone or mobile to call on behalf of their employer, while allowing their employer to be able to reset the PIN when the employee leaves the organisation or if the PIN were to become known to outsiders.

Thanks,

[REDACTED]