



Press Release

For immediate release 29 August 2012

Panel calls for stronger action to stop unwanted calls

Responding to the publication today of Ofcom's latest quarterly *Telecoms complaints bulletin*, Communications Consumer Panel Chair Jo Connell said:

"It's good news and in the interest of consumers that Ofcom is now publishing the number of complaints made to the Telephone Preference Service (TPS) about unwanted marketing calls. However, it's a serious concern that the figures show that the number of complaints to the TPS is nearly three times higher than two years ago.

"We encourage Ofcom, the Information Commissioner and TPS to strengthen their co-operative efforts and take action to reduce the incidence of unwanted calls."

Ends

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NOTES TO EDITORS

The Communications Consumer Panel encourages Ofcom, Government, industry and others to look at issues through the eyes of consumers and citizens and protects and promotes their interests. The Panel is independent and sets its own agenda.

Visit www.communicationsconsumerpanel.org.uk for more information.

Telecoms complaints bulletin is available at

http://stakeholders.ofcom.org.uk/binaries/enforcement/telecoms-complaints-bulletin/complaints_aug2012.pdf?utm_source=updates&utm_medium=email&utm_campaign=complaints-aug2012

Ofcom is required to maintain a register of persons who do not want to receive marketing calls. The Telephone Preference Service (TPS) maintains the register on Ofcom's behalf.