



1. Complainers vs. Campaigners

2018 is being suggested as being the year of the complainer – see [this Mail article](#).

We totally support the right to complain and achieve a remedy, indeed I have recently launched a new twitter account [Fair Telecoms Whinge](#) specifically for doing nothing more than raise issues.

There is however a difference between that and campaigning for the systemic change necessary to obviate the need for complaint to arise in the first place.

Whilst having different objectives, which it is important to understand, the two approaches can be complimentary.

We do not however believe that **complaining alone is ever likely to secure the fairness for all, which is what we **campaign** to achieve.**

2. New year resolution for 084, 087 and 09 number users

It is perfectly valid for someone offering a premium service that can only be paid for through the telephone bill to use one of these numbers to impose the necessary Service Charge.

They must however remember that to enable use of this facility the caller's telephone company will add its own Access Charge of between 13p and 55p per minute.

The Service Charge on 084 numbers cannot exceed 7p per minute; on 087 numbers the limit is 13p per minute.

We have achieved prohibition of use of these numbers for certain purposes and in certain sectors.

Where permitted, but unjustified, use of 084 and 087 numbers is **greedy and foolish**.

We therefore call on those who use them to **resolve to think about what they are doing**.

3. Banning unsolicited direct marketing by telephone

2018 could be an important year for the campaign against nuisance calls.

The Financial Guidance and Claims Bill will have its Commons stages. This will include consideration of existing and re-submitted amendments to compel the FCA to prohibit use of the telephone as a means of marketing financial services.

We believe that the FCA and other regulators have a duty to take this sensible action for themselves, but if it requires them to be compelled to do so by parliament then they must accept this shameful situation.

We will be heavily engaged in this process and also in efforts to achieve effective implementation of the forthcoming regulations to replace the 2003 Privacy and Electronic Communications Regulations, which could bear on telephone companies as well as nuisance callers.

Maybe wishing a nuisance call-free 2019 is the best that we can hope for.

