

Chairman's Statement

The Telephone Preference Service Limited (TPSL) is into the seventh year of its extended contract with Ofcom. The main and continuing activities during the year are the increase in industry compliance activities.

In July 2010 the numbers of registrations on the Telephone Preference Service (TPS) were around 15.8 million, a modest increase of just under 4% in the course of the year. With now more than 60% of all UK landlines registered, the rate of registrations has slowed from the levels seen in earlier years.

The Corporate Telephone Preference Service (CTPS) has seen registrations increase by 7% over the year. As at 31st July 2010 there were 1,882,479 numbers registered on file from around 60,000 companies. Complaints in respect of unsolicited calls to TPS and CTPS registered numbers are continuing at relatively low levels in comparison to the volume of numbers registered on the Services, although a rise in complaints has occurred during the year. Many of these complaints are out of scope of the regulations applicable to the Telephone Preference Service and do suggest that the recently introduced legislation regarding silent calls was needed.

It is worthy of reflection that the costs of the files and service, despite the size being substantially higher than originally envisaged, are now over 40% lower than at the start of the current contract in 2004 disregarding inflation. This has been achieved through sound financial management and considerable investments in technology.

The annual research conducted by MORI on consumer awareness of TPS showed, unsurprisingly, that awareness of the scheme is now 59%. Your board will continue to monitor public and industry awareness and service performance.

I would like to thank my board colleagues and the executive team for another successful year.

Colin Lloyd
Chairman

20th October 2010