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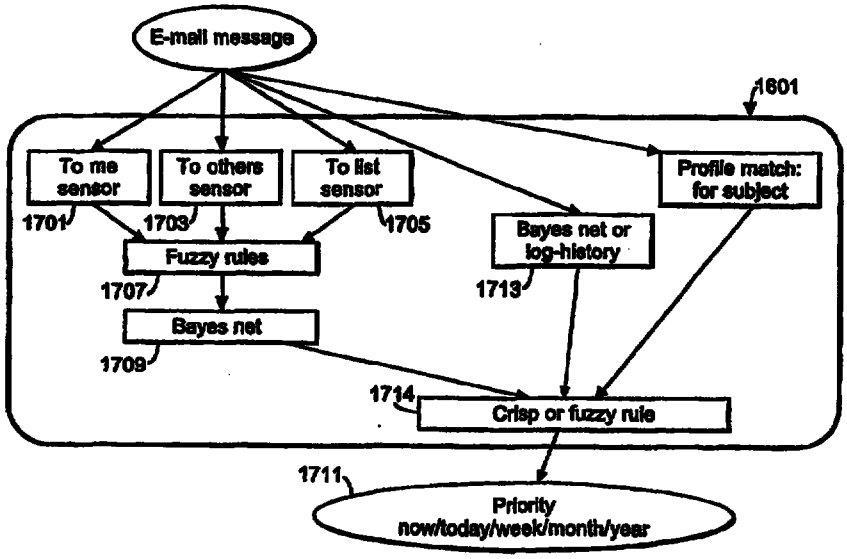
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(54) Title: APPARATUS FOR PROCESSING COMMUNICATIONS



(57) Abstract

Apparatus for processing communications received by a user over a communications link, which communications include identification information, the apparatus comprising: (i) an input for communications; (ii) extracting means for extracting identification information associated with a first communication received at the input; (iii) categorising means for categorising the first communication and recommending an action based on the categorisation; (iv) means for monitoring user response to the first communication; (v) modifying means for modifying the categorising means in accordance with a monitored user response to the first communication, such that when a second communication having identifying information matching that of the first communication is received, the monitored user response is recommended by the categorising means.