



Press Release

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Communications Consumer Panel calls for a robust co-ordinated approach to deal with nuisance calls

In response to the nuisance calls research published by Ofcom today, the Communications Consumer Panel has called for greater collaboration by the relevant authorities; swifter and robust action against offenders; and increased support for consumers, including better use of technology such as Caller Line Identifier (CLI), which should be offered free.

Jo Connell, the Panel's Chair, said, "Ofcom's research confirms our concerns that nuisance calls are a widespread problem for the majority of consumers, with older people more likely to be targeted. The study highlights that four in five (82%) of adults have experienced a nuisance call. The research also shows that significantly higher levels of nuisance calls were experienced by older consumers, some of who may struggle to answer the phone, only to find an uninvited and unwelcome call."

The Panel welcomes BT's agreement to display full incoming international numbers as routine. The Panel also believes that communications providers should provide all CLI data to consumers free of charge and by default. Jo said "CLI technology is a key feature in helping protect consumers and one of the few defences available directly to the consumer. As the service provided by telephone companies, and paid for by consumers, is being abused, it seems logical for CLI to be freely available."

"The progress on tackling nuisance calls reported by Ofcom today is welcome and we appreciate that Ofcom is working collaboratively with other authorities and industry to address this issue. Currently, there are a number of public authorities with a key role to play - however no single authority has ultimate responsibility for dealing with the problem. We urge these authorities to think strategically about long term solutions so that the problem can be better resolved. Together, they need to assess which actions could bring about the most



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benefit; who the lead organisation will be and outline the timescales in which short, medium and long term actions will be undertaken.”

Ends

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NOTES FOR 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.