

Your response

With specific reference to OFCOM Proposed Annual Plan 2019/20 section 4.24 – Protecting Customers From Harm – Nuisance Calls, I would like to request that OFCOM require BT, and, where applicable, other network operators, to restrict and / or inhibit and / or bar all incoming international calls which carry false Calling Line Identification (CLI) information which relates to a UK PSTN number.

To put this into context, I currently receive, on average, one nuisance call per day to my BT-provided landline, which is registered with the Telephone Preference Service and also ex-directory. The vast majority of these calls are delivered with CLI information which indicates they are International in origin, but which also includes what appears to be a valid UK PSTN number. I suspect BT have the ability to identify such calls as fake calls, and as such it should be possible to prevent them from being delivered. I also believe that under the terms of the network operator's licence, it is a requirement that operators must not use their networks, or allow them to be used for criminal purposes, which no-doubt most of these fake CLI calls are. This is clearly an increasing problem which I believe OFCOM should be dealing with much more actively, in order to protect customers.