

Nuisance Calls (Technical Measures for Transit CPs)

1. Introduction

- 1.1 This Memorandum of Understanding (MoU) is between Ofcom and the relevant participating communication providers (CPs) who operate as transit providers.
- 1.2 The CPs participating in this MOU are AQL and Colt Technology Services.
- 1.3 This MoU establishes a framework for voluntary co-operation on technical measures between the organisations mentioned above, plus any new CPs who agree to join this initiative. It also supports the work of the Nuisance Calls (Technical Measures) MOU¹ between Ofcom and the retail CPs, which sets out how they will work together to achieve the common goal of reducing the impact of unlawful nuisance calls on consumers.
- 1.4 This MOU aims to secure the development of a zone of trust which is aimed to be a space for the CPs to operate in to: authenticate the origin of calls where possible and technically feasible; equip consumers so that they are better able to manage their incoming calls, and; make it easier to take action against callers who unlawfully use electronic communications.
- 1.5 This MOU is published on the website of the participating organisations and will be reviewed at least every two years or more frequently if required by developments in the statutory and policy environment.
- 1.6 Neither this MoU nor the supporting documents are intended to be legally binding and nothing in the MoU nor the supporting documents is intended to cover the exchange of commercially sensitive information.

2. Agreements

- 2.1 There is collective agreement amongst all CPs in this MoU to voluntarily monitor and identify voice traffic that transits their network and report back to Ofcom with information that will help in the identification of the origin of such traffic. Where possible the CP will implement technical measures, underpinned by processes agreed by all participating CPs, aimed at reducing certain types of nuisance calls.
- 2.2 There is collective agreement amongst all CPs in this MoU to support the work by Ofcom and the retail CPs and to respond to requests from this group.
- 2.3 All CPs participating in this MoU agree to ensure that the technical measures they implement are in-line with Ofcom's existing CLI guidelines, future amended CLI guidelines as and when introduced and other policy publications.
- 2.4 It is understood and agreed amongst all CPs in this MoU that their participation in the implementation of technical and operational measures is voluntary, and that any CP is able to exit from their commitment by informing Ofcom of their exit.

¹ https://www.ofcom.org.uk/data/assets/pdf_file/0026/31859/nuisance_calls-tech-mou.pdf

- 2.5 For the avoidance of doubt, under the terms of this MoU we do not anticipate that the arrangements will involve the processing of personal data. The parties agree to discuss putting in place specific arrangements should this situation change in the future.