

Reference: 1114694

Jerin John
Information Rights Adviser
Information.requests@ofcom.org.uk

1 March 2021

Freedom of Information: Right to know request

Thank you for your request for information about scam nuisance calls from the number 01507243001.

We received this request on 5 February and have considered it under the Freedom of Information Act 2000.

Your request

You asked:

We have been receiving numerous calls daily from the above number with no answer when answered.

All I can find that numerous people are listing this number as a Scam.

Can you, under the freedom of information act , prove us with details of the owner of this number so we can report this to the police.

If you can assist with reporting this owner and take action to stop the calls we would appreciate this.

We look forward to your feedback and what actions has been or can be taken to put a stop to this.

Our response

Firstly, I am sorry to learn that you have experienced nuisance calls of the nature you described against the number you supplied us. Ofcom is responsible for managing the allocation of UK numbering resource which we allocate in blocks of numbers to Communications Providers ('CPs'). This number was allocated in a block to DIDWW Ireland Limited. However, we do not hold details of end user information against the specific number in that block.

You may wish to report this nuisance call to [Action Fraud](#). Equally, you may complain to us by filling out this [form](#). We do not however respond to individual complaints, instead the information you

provide will be used for monitoring purposes and we may use it to decide whether to investigate a particular company.

In terms of action that you can take to stop these calls, you may find that purchasing a call blocker could help. This can be used to block different types of calls, with some asking the caller to give their name before the call connects. Certain CPs also offer a similar service free of charge to their customers that opt into the initiative. *Which?* provides useful information on devices and initiatives offered by CPs, available on their website at: www.which.co.uk/reviews/cordless-phones/article/how-to-block-nuisance-calls.

I hope this information is helpful. If you have any further queries, then please send them to information.requests@ofcom.org.uk quoting the reference number above in any future communications.

Yours sincerely,

Jerin John

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF