

## Request for information

Thank you for your request for information dated 27 July about the registered owner of number 0209 025 6779. This has been considered under the Freedom of Information Act.

The information you have requested is not held. This is because 0209 025 6779 is not a number currently designated in Ofcom's number scheme. The number appears to be a 'spoof' CLI (calling line identification). This is when the caller ID is deliberately changed by the person making the call. They do this to either hide their identity or to try to mimic the number of a real company or person who has nothing to do with the real caller.

We take the overall issue of nuisance calls very seriously and it is one of our major work areas. Calls with 'spoofed' numbers come from all over the world and account for a significant and growing proportion of nuisance calls. Finding the perpetrator of the calls is resource-intensive, as the call has to be traced over several networks back to its origin. Further complications arise where the call is not sent over traditional phone networks, which are easier to trace, but via the internet. However, Ofcom is working with the international regulators - as well as the telecoms industry - to find solutions to the problem.

We work closely with the Information Commissioner's Office (ICO) which is the organisation with lead responsibility for tackling unsolicited sales and marketing calls. Together with the ICO, we have published a Joint Action Plan which sets out a number of initiatives on dealing with the problem of nuisance calls and how to prevent them occurring in the first place. We are engaging with global organisations such as the Internet Engineering Task Force on standardising methods of CLI authentication. This offers a promising solution to many of the CLI problems we see today, making it easier to block or screen unwanted calls and help to minimise those nuisance callers who choose to hide their identity.

While we are working with providers to implement CLI authentication in the UK as quickly as possible, it involves making significant changes to communications systems. Unfortunately, CLI authentication will only be fully effective when it is adopted on a global scale something that may take a few years to complete. Despite this, we are also working with the major providers in the UK to see if more can be done with new or improved technical measures to tackle nuisance calls that originate in the UK.

It may be helpful to take a look at our website specifically for consumers that need advice about what to do if they are receiving nuisance calls. It also gives details of the appropriate regulator to contact to report a complaint depending on the type of nuisance calls that are being received and the services that can tackle them. For more information, please see our website at: <http://consumers.ofcom.org.uk/phone/tackling-nuisance-calls-and-messages/phone-company-services-that-can-help-tackle-nuisance-calls/>.

I hope this information is helpful.

Kind regards  
Julia Snape

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

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 undertaking 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:

Steve Gettings  
The Secretary to the Corporation  
Ofcom  
Riverside House  
2a Southwark Bridge Road  
London SE1 9HA

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