

Freedom of Information: Right to know request

Thank you for your email below, requesting information on nuisance callers.

"I would like to have the top five most reported nuisance numbers in the past 12 months and as much information about the organisations behind the calls as possible. If the information is available it would be very helpful to have:

- The name of the company
- Where it based / registered
- Any information about the nature of the organisation
- How many nuisance calls had been reported in the past 12 months, broken down by month
- The number used for the calls"

Information on nuisance calls enforcement is publicly available on the ICO website:

<https://ico.org.uk/action-weve-taken/nuisance-calls-and-messages/> - this information is updated regularly and the current update is dated 12 April.

As you may know, the ICO announced tougher penalties and enforcement aimed directly at directors of companies that make nuisance calls: <https://ico.org.uk/about-the-ico/news-and-events/news-and-blogs/2016/10/statement-in-response-to-new-plans-for-nuisance-call-directors-to-face-fines/> and Ofcom can fine up to £2million where a caller persistently misuses communications services: <https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/problems/tackling-nuisance-calls-and-messages/abandoned-and-silent-calls>

Members of the public can report their concerns to the ICO via: ico.org.uk/concerns or 0303 123 1113 and can register for the Telephone Preference Service. Ofcom's guide for consumers on how to protect themselves can be found here: https://www.ofcom.org.uk/__data/assets/pdf_file/0019/10675/all-guides-small.pdf

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