

**New BT phone has useful features,
but is not the answer to nuisance calls**

BT has announced a new phone ([BT Blocks Nuisance Calls with New BT6500 Phone](#)).

In its campaigning against nuisance calls the **fair telecoms campaign** notes the individual action that citizens and consumers can take to limit the calls they receive and respond to nuisance.

We applaud activities and ventures such as [SayNoToColdCalls](#) and [trueCall](#) which offer refined ways for victims of nuisance to respond and protect themselves. We believe that this new **BT** phone will provide some benefits to many people.

Illegal

We must however remember that most of the activities which are being addressed here are illegal. They are in breach of specific regulations enforced by the **Office of the Information Commissioner**, or potentially subject to use of the "persistent misuse" powers held by **Ofcom**.

The true solution to the problem of nuisance calls is for swift and effective action to be taken against those who cause nuisance. There will always be some who will escape, however far more could, and should, be done to **enforce existing legislation**, without requiring consumers to purchase additional services.

Restricted contact

There will be many who will be content to miss some wanted calls because they fall within the scope of the restrictions applied through the features of the BT6500. There is no simple way of blocking only calls that are not wanted.

The CLI mechanism is far from being the panacea that many claim that it is. I receive many marketing calls which give invalid numbers as CLI. I cannot hope to predict all of the numbers from which I may receive wanted calls, indeed some of them have CLI withheld for good reason.

Summary

The BT6500 offers a very limited subset of the features available with **trueCall**, most significantly denying any opportunity for wanted callers unintentionally subject to a block to get through.

Consumers should compare the two on the basis of the relative costs and benefits.

Most nuisance callers are disturbing many thousands of citizens each day. We believe that the problem needs to be addressed at source, notwithstanding the right of BT to offer wanted products and services.

Links

- [The war against nuisance calls continues](#)
- [fair telecoms campaign proposes a new agency to tackle nuisance calls](#)

