



The **fair telecoms campaign** welcomes the limited recommendations of the **Culture Media and Sport Committee** report. They do not however include the radical steps required to get to grips with this unacceptable and growing problem.

### ***We welcome the following recommendations:***

- Dismissal of calls for a single regulator, a complete ban on cold calling and a fixed duration for consent.
- Clarification of the rules on consent and the handling of data.
- Greater use of call tracing facilities by telephone companies.
- Serious consideration to be given to the role of the TPS, following a Ofcom / ICO review of its effectiveness.
- Greater use of powers to impose penalties and other action likely to discourage breaches of regulations.

### ***We are unhappy with the following:***

- The failure to recommend establishment of an agency independent of the regulators to channel reports of nuisance calls and to represent the interests of citizens and consumers in pressing for action.
- The retention of use of the powers of Ofcom and ICO, with their existing inadequate resources and no significant demand for the tightening of policy - e.g. Ofcom's tolerance of Silent Calls.
- The Committee advises that consumers should not respond to certain types of direct marketing calls, but fails to recommend that the relevant regulators simply prohibit use of telemarketing as a means of securing business.
- The inappropriate focus on use of CLI - caller display and 1471 - continues. This is a valuable facility, but of limited use. Those who wish to withhold their identity can and do provide a false or worthless number.
- The failure to identify the fact that there are many ineffective solutions, and outright scams, around. These actually add to the problem.

### ***David Hickson of the fair telecoms campaign said,***

***“The report notes the failure of the current regulatory regime, much of which is inherent in the essential nature of the bodies involved. It however fails to recognise that this demands a radically new approach.***

***“There are many commercial operators who are wrongly exploiting public concern over Nuisance Calls. The absence of serious steps being taken to address the problem not only encourages calls for inappropriate action, but also allows this exploitation to continue.”***

