



Here's to a fairer 2020 for telecoms

We lay out below our key wishes as we raise a glass to the coming New Year.

1. Stopping rip-off Call Connection Services

The Phone-paid Services Authority introduced much tighter rules on 20 December to effectively prohibit almost all of these scams - see [Regulator cracks down on confusing connection services](#).

These came after extensive pressure from the **fair telecoms campaign**, most notably the inclusion of rip-offs operated using 084 numbers in the regulations.

True compliance with the new rules should make operation of this scam impossible.

It is therefore imperative that these rules are fully enforced and that potential victims are put on their guard against a practice that can now be seen to be generally prohibited.

2. Effective measures to seriously address Nuisance Calls

Year-on-year we see over-hyped tiny steps being taken to address this problem, but the blight of unsolicited direct marketing calls and scams continues.

We have published [three demands in our campaign to end nuisance calls](#).

These demands address the issue from different sides. We will be continuing to press for them to be met by the various targets of our demands.

3. Appointment of an Independent Consumer Advocate

The field of telecommunications has been overlooked in respect of an independent voice that advocates exclusively for the interests of consumers.

Obviously the government and Ofcom have their roles in supporting the consumer interest, but this is alongside other interests.

Proposals for a competent body to press the general consumer interest have been put out to consultation. See [the proposals](#) and [our response](#).

We look to a so-called “people’s government” to take immediate steps to put this body in place.

To be effective, we believe that provisional arrangements should be made immediately, ahead of the legislation that will be enacted by parliament in due course.

4. Further steps to eliminate use of 084 and 087 numbers

We have made great progress, through various regulatory steps, in significantly reducing the extent to which these essentially worthless ranges are used.

More organisations however need to come to recognise the foolishness of using numbers in these ranges - see [Now is the time to stop using 084 and 087 telephone numbers](#).

The possibility of these ranges being eliminated in the near future has been raised by Ofcom. All “well-intended” use must now be halted, so only scammers are caught by this necessary measure.

