



**Government breaches fair telecoms campaign
guidance on Nuisance Calls**

The government has repeatedly failed to confirm that measures will be taken to ensure that telephone contact with Covid-19 “Contact Tracers” will be verifiable.

The process followed to advise contacts of those tested positive to self-isolate includes the possibility of them being contact by telephone to provide the necessary advice. (See [How NHS test and trace service works](#) - Part2.)

Before there are widespread reports of scams, we urge attention to the second of our demands in our **“Campaign to End Nuisance Calls”**.

We demand - “[Don’t open the door to scammers and nuisance callers](#)”.

The government has clearly indicated that the nature of this important process explicitly opens this door.

An unsolicited business telephone call is the essence of the “Nuisance Call”, from which all manner of nuisance and serious crime can flow.

We urge the cessation of this means of contact, as there is no way that the identity of the caller can be assuredly verified.

There are other ways of provoking individuals to themselves initiate contact and the necessary exchanges, using authoritative published contact points.

A simple informative email or text message (or even a telephone call) that does not give a link, but only identifies the organisation seeking contact and the general nature of the issue must be the only way to proceed in such cases.

Discussion of the specifics of any issue can only take place where both parties can be assured of the identity of the other.

We regret the fact that we may have to repeat these points in response to stories about scams based on the contact tracing process.

Please get in touch for further comment and information.

