

**Talk Talk engagement in conversation with Which? -
Comments inviting a response from Dido Harding**

To: Dido Harding, CEO, TalkTalk Group PLC

I was interested to read your guest posting to **Which? Conversation** - [TalkTalk: why we launched a nuisance calls blocking service](#). In the spirit of open conversation and with a shared desire to see that **"nuisance calls are consigned once and for all to history" by effective measures**, perhaps you would be good enough to address a few points in response.

① **"Talk Talk homes receive free caller display"** advises of a most generous offer.

When CLI data is provided by network operators, not all handsets are able to display the presentation number offered as (possibly useful) information about the caller.

Are **Talk Talk** homes provided with the necessary display device, if they need it?

② Nearly all of the "Nuisance Calls" referred to are illegal.

You make no comment about providing the evidence that you obtain to the **Office of the Information Commissioner, Ofcom**, the **Claims Management Regulator**, the **Office of Fair Trading** and the many other relevant regulators.

Do you perhaps believe that only **Talk Talk** homes should be protected from illegal activity?

③ You state that you are able to **"block them at a network level"**.

You may be able to withdraw or limit the service provided to your own business customers, but I cannot understand how you are able to identify the company responsible for calls originated by other networks. If you can identify the company and if you wish to then "block them", you will need to somehow identify all calls that they make. I cannot think how this could be done.

Do you (attempt to) block all calls originated by call centres that take business from companies identified as "Nuisance Callers" and all calls made directly by such companies, and if so, how?

④ On 18 April 2013, **Talk Talk** was fined £750,000 by **Ofcom** for making (Silent) Nuisance Calls.

Can you confirm that subscribers to your nuisance calls blocking service will never receive a call from **Talk Talk** or any other such company, e.g. **Barclaycard**?

⑤ You are heavily involved in the topic covered by another **Which? Conversation** - [Is your GP still using an expensive phone number?](#)

Through an agent, **Talk Talk** is the provider of network telephone service to the overwhelming majority of the NHS GPs using 0844 numbers - illegally in England and Wales.

Is **Talk Talk** taking any steps to assist these GP customers in meeting the expense of moving back to compliance with the terms of their NHS contracts?

We will be very interested to read your response to these comments. I suspect that those engaged in the Which? Conversation would also be interested to learn a little more.

Our view

Whilst the information gathered by your investigations will be of great value in identifying illegal activity, we believe that the only way of seriously addressing the problem of Nuisance Calls is for competent regulators to ensure compliance with the law.

Measures that assist are welcome, but THEY MUST NOT BE OVER-SOLD.

