

**Ofcom comments on services that may help customers to avoid nuisance calls**

The **fair telecoms campaign** notes the **Ofcom** news release -

[Services that can help tackle nuisance calls.](#)

This is a thinly disguised attempt to draw attention to exploitative steps recently taken by **BT**, by introducing and increasing its charges for the services listed.

(See [BT capitalises on public hatred of Nuisance Calls.](#))

There are two important points to be recognised:

- Caller display DOES NOT show *"who is calling you before you answer"*, except where the number is one that you recognise. There is little difference between the number being withheld and an unknown number being presented. It must also be noted that the number is typically that which the caller has chosen to present; if they chose to present a false number then that is what you see.
- Individual victims cannot *"tackle nuisance calls"*. This is a practice that is carried out on a mass scale affecting thousands of people. It must be stopped at source. **Ofcom** and the **ICO** have far more reports of cases of nuisance than they choose, or are able, to handle.

The **fair telecoms campaign** recognises that only radical action, **by the regulators of the businesses responsible for the nuisance**, will make a significant difference to a problem that has long been allowed to remain out of control.

Telephone companies and a wide variety of other businesses are making a lot of money out of people's concern about nuisance calls. The benefits that may be achieved are commonly over-stated and in some cases the solutions offered are total scams.

Ofcom is right to draw attention to services that are offered, but it must neither seek to distract attention from its own failure in this area nor encourage use of ineffective personal remedies.