

**Nuisance calls - Ofcom has an action plan,  
but it misses the point**

**Ofcom** has today announced an "[Action plan to tackle nuisance calls](#)".

This looks very much like repetition of **Ofcom's** long inaction, by failing to use the powers that it holds to address this matter.

Further research may be of some value, but well known facts are simply being ignored.

- **Ofcom** is very well aware of many companies that habitually make Silent Calls, however its so-called "rules" tolerate the practice.
- Citizens will always find it difficult to determine precisely what regulation is being breached, that is why there must be a single channel for reporting calls that cause nuisance.
- Long delayed action to penalise companies for behaviour many years ago is of no relevance to seriously addressing this nuisance, action must be decisive, swift and public.

**Claudio Pollack**, **Ofcom's** Consumer Group Director, is quoted as stating:

*"This is a complex and challenging area ..."*

Yes indeed, much of the complexity has arisen because Ofcom created a pseudo-regulatory structure rather than responding properly to the challenge set by parliament in 2006:

***"We expect you to use your powers to eradicate the nuisance of Silent Calls"***

[see [Hansard](#), hear [Sound clips](#)]

Its failure to take action in the light of so many reports is a clear indication that **Ofcom** tolerates the practice of making Silent Calls, which is neither necessary nor acceptable.

The **Ofcom** rules expressly permit a certain percentage of daily calls to be abandoned (commonly in silence). **Ofcom** explicitly permits equipment that is known to cause Silent Calls to be used, so long as there is a 24-hour delay between the Silent Calls that it knows are being made.

This intolerable situation must simply be ended.

## **Notes**

See further recent comments and briefings on this matter:

- [fairtelecoms proposes a new agency to tackle nuisance calls](#)
- [Ofcom attacked for its failure with Silent Calls](#)

P.S. It is disappointing to have to be so critical of Ofcom, when we look forward to shortly offering a warm welcome to its announcement of measures to end the 084 telephone numbers rip-off!

