



**Open Message to Margot James MP -
Dealing with Nuisance Calls**

This message is addressed to **Margot James MP**, former Minister for Digital and the Creative Industries. It is copied to her former office, for the attention of her successor, and to the officials handling this matter, with whom we are in contact. It is also published and circulated to others.

It follows an earlier [exchange of messages](#), a meeting, and a [follow-up briefing](#).

Our hope is that what we achieved and were seeking to achieve will be able to be taken forward by the department, and by Ms James and others from the backbenches.

We were extremely pleased to be working with Ms James and we noted a considerable degree of support for the demands outlined in [The campaign to end Nuisance Calls](#).

In particular, the third of our demands - The [‘trueCall approach’ - a remedy for Nuisance Calls](#) - seemed to strike a chord and suggest an aspect of policy for the department to drive forward.

We must hope that the understanding of the issues, which our meeting helped to provide, will be taken forward in action by the department, with support and pressure from the backbenches.

The timing of this message has been brought forward by a few days, due to a necessary political move, on which we cannot comment directly.

It is however fair to say that the **fair telecoms campaign** recognises the extent to which citizens of the UK have benefitted from the adoption of EU-wide regulations, even if UK governments have chosen to adopt them (notably in relation to Nuisance Calls) in the weakest manner possible.

We also recognise the extent to which all citizens of the EU have benefitted from the positive UK contribution to the formation of policy and the drafting of regulations.

We trust however that when freed from the EU obsession with consumer benefits being delivered primarily through markets and competition, the UK government will be able to focus on the most effective ways of delivering telecommunications services to the nation.

We have a number of specific proposals on this point ready to bring forward.

For now, we focus on [our demands in relation to nuisance calls](#) and completion of long-standing efforts through our demand - [Now is the time to stop using 084 and 087 telephone numbers](#).

With gratitude for what has been achieved in her ministerial role, notably Those in conjunction with ourselves, we wish Ms James well in all of her efforts from the backbenches.