



Sunday Mirror 12 Jan 2020 - Phone scam victims tricked out of £90k by firm will get their money back

See this story, with pictures, promotions, adverts and click bait on the [Mirror website](#)



NEWS ▾ POLITICS SPORT ▾ FOOTBALL CELEBS TV FILM ROYALS MORE ▾

M News ▶ UK News ▶ Fraud

Phone scam victims tricked out of £90k by firm will get their money back

EXCLUSIVE: ECN Digital charged up to 68p per minute to put unsuspecting victims through to firms such as Vodafone, Royal Sun Alliance, TNT and Yorkshire Water

By [Stephen Hayward](#)
17:50, 11 JAN 2020

Phone bandit victims who were tricked into making £90,000 of overpriced calls will get their money back.

The firm behind a copycat call connection service has been fined £250,000 and ordered to refund duped diallers.

ECN Digital charged up to 68p per minute to put people through to firms such as Vodafone, Royal Sun Alliance, TNT and Yorkshire Water.

Its website included pictures of company logos but did not inform customers they were using a call connection firm.

The service is not illegal but the charges must be made clear.

ECN charged consumers to connect to helplines via premium rate 0870 numbers but a pre-recorded message played to callers did not mention prices.

Leeds-based ECN was investigated by the Phone-paid Services Authority, whose boss Jo Prowse said: "It's unacceptable for any phone-paid connection service to mislead consumers and our action in this case shows that we won't tolerate this.

"We recently strengthened regulatory requirements for phone-paid connection services to better protect consumers.

"We're ready to act against providers who fail to implement these new requirements."

ECN told investigators it was changing its advertising to comply with industry rules, adding: "Unfortunately we were unaware these numbers were covered under guidelines and needed to be registered."

Comments



DavidHickson

Please note the following requested and presented comments, truncated from the published story:

David Hickson of the Fair Telecoms Campaign, which fights to outlaw misuse of expensive numbers, said: "We welcome efforts to eliminate the total abuse of phone-paid services by call connection websites. "Any incitement to call a 084, 087 or 09 number for normal contact with any organisation must be treated with extreme suspicion."

