

Reference: 1-240460092

16 August 2013

**By email**

Eleanor Berg  
Information Requests

[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

Dear Mr Bergman

**Freedom of Information: Right to know request**

Thank you for completing our web form on 5 August 2013.

You submitted a request for information about complaints received by Ofcom regarding 0121 400 0097. We received your request on 5 August 2013 and have considered it under the Freedom of Information Act 2000 ('the Act').

I have answered your questions below.

***1. Please list the complaints and concerns received by OFCOM about VOIP telephone number 0121-400 0097. The number is in a series allocated to Numbergroup Network Ltd (who call themselves Numbergroup Billing Services Ltd).***

We can neither confirm nor deny whether we hold the information you requested, as to provide such information would fall under the exemption in section 44 of the Act. Disclosure of whether we hold such information is prohibited under section 393(1) of the Communications Act 2003. Section 44 is an absolute exemption under the Act and does not require a public interest test.

***2. When was OFCOM initially aware of the allegations that the CLI presentation number 0121-400 0097 has been falsified (or 'spoofed') ?***

We can neither confirm nor deny whether we hold the information you requested, as to provide such information would fall under the exemption in section 44 of the Act. Disclosure of whether we hold such information is prohibited under section 393(1) of the Communications Act 2003. Section 44 is an absolute exemption under the Act and does not require a public interest test.

***3. What can OFCOM effectively do to prevent or reduce the possibility of falsified CLI presentation numbers being used to make fraudulent or nuisance telephone calls to domestic households in England.***

On 31 July 2013, the Information Commissioner's Office and Ofcom published a Joint Action Plan on tackling nuisance calls and messages. Furthermore, it also listed the priority areas over the coming months including the tracing of nuisance calls. You can find out more information about this in the plan. A copy is on our website at:

[http://media.ofcom.org.uk/2013/07/31/ico-and-ofcom-draw-up-joint-action-plan-to-tackle-nuisance-calls/?utm\\_source=updates&utm\\_medium=email&utm\\_campaign=nuisance-calls-nr](http://media.ofcom.org.uk/2013/07/31/ico-and-ofcom-draw-up-joint-action-plan-to-tackle-nuisance-calls/?utm_source=updates&utm_medium=email&utm_campaign=nuisance-calls-nr).

Yours sincerely

Eleanor Berg

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

#### Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for undertaking internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Graham Howell  
The Secretary to the Corporation  
Ofcom  
Riverside House  
2a Southwark Bridge Road  
London SE1 9HA

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF