

# **NICC Open Forum 2013**

## **Nuisance Calls**

### **The NICC Perspective**

November 2013

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# What Is A Nuisance Call ?

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- Calls that are not wanted but are outside what are considered as Malicious Calls
- You only really know when the call is answered!
  - A nuisance call to one person could be an acceptable call for another person
  - Some calls that people don't want cannot be classed as Nuisance Calls
- A difficult problem to solve!
  - No “silver bullet” – a combination of approaches

# Drivers For the NICC Work

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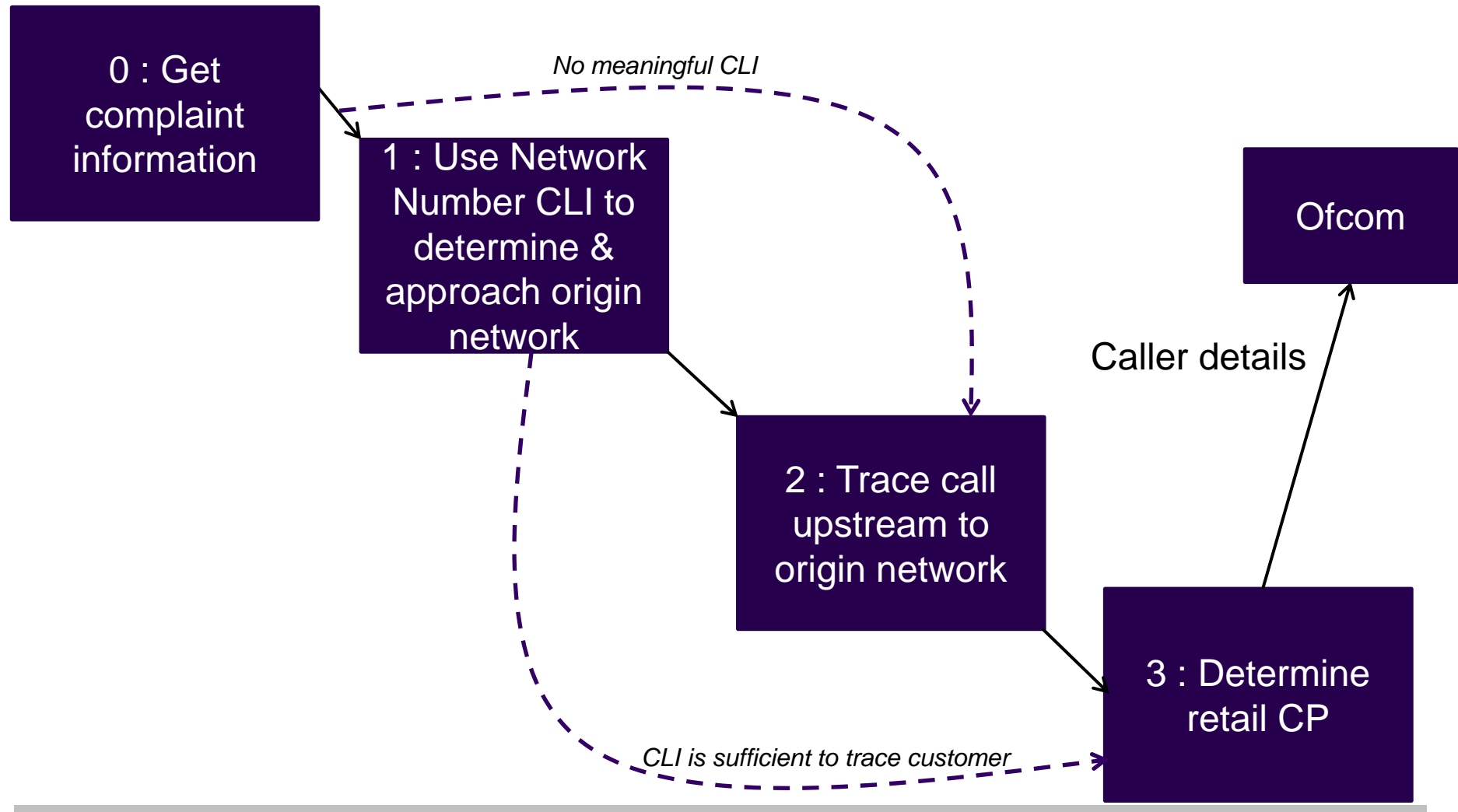
- Aim to stop Nuisance Calls at source
  - Requires an agreed call tracing process
  - Requires appropriate action when the source has been identified
- Improve the credibility of Caller Identity
  - Maintain CLI Authenticity, Integrity and Privacy
  - Compliance with various regulations etc
  - Applies to all technologies
  - Must work between PSTN and VoIP networks

# Two areas of work

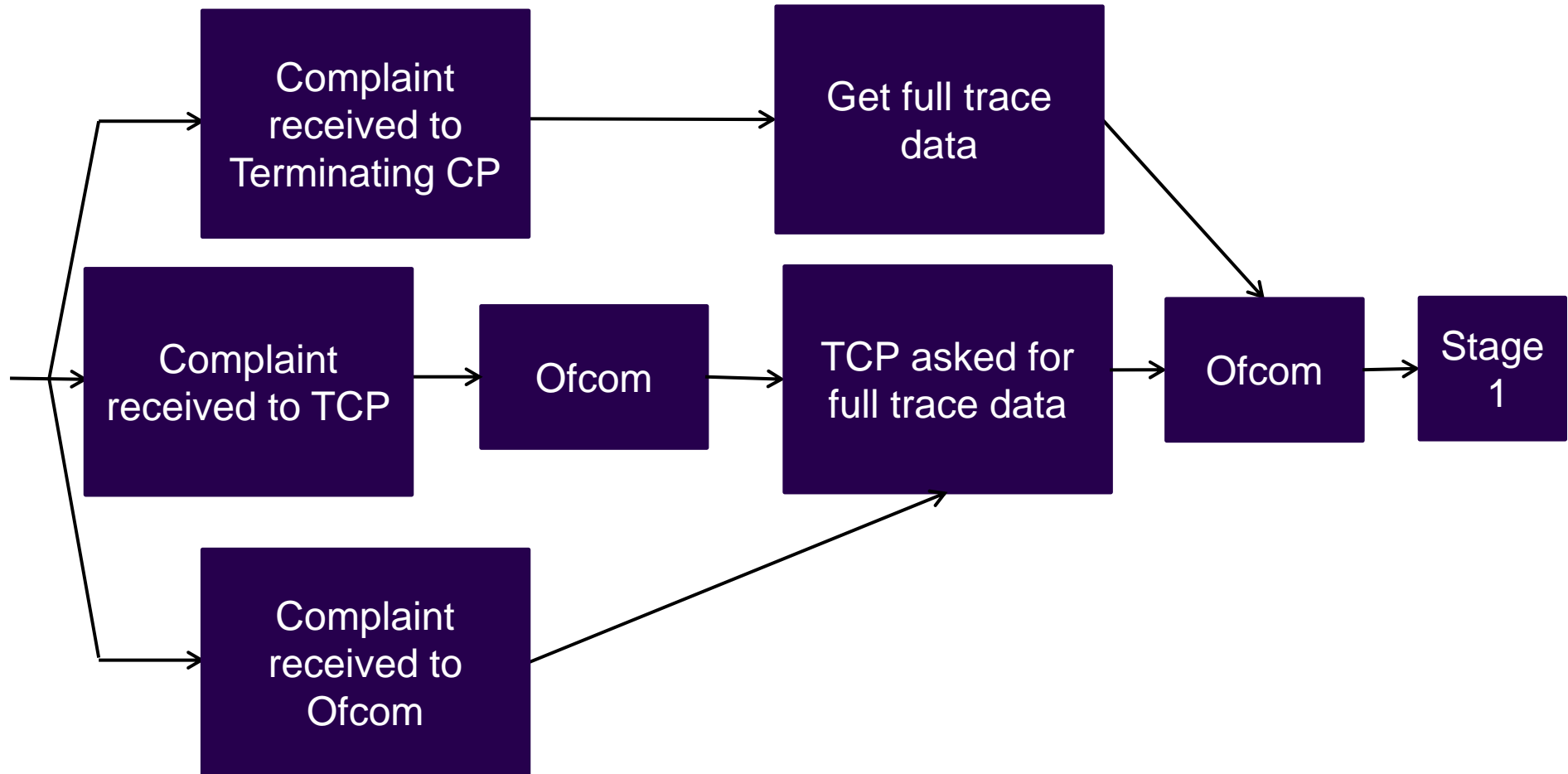
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- Call tracing process - Specification ND1437
  - Specifies the tracing process
  - Specifies the information to be exchanged
  - Provides Excel templates for the information
  - Should be NICC approved by December 5th
  - Aim is then to trial the process
- Updating CLI requirements on CPs - ND1016
  - Improve technology neutrality where possible
  - Add VoIP specific terminology where necessary
  - Define PSTN – VoIP interworking

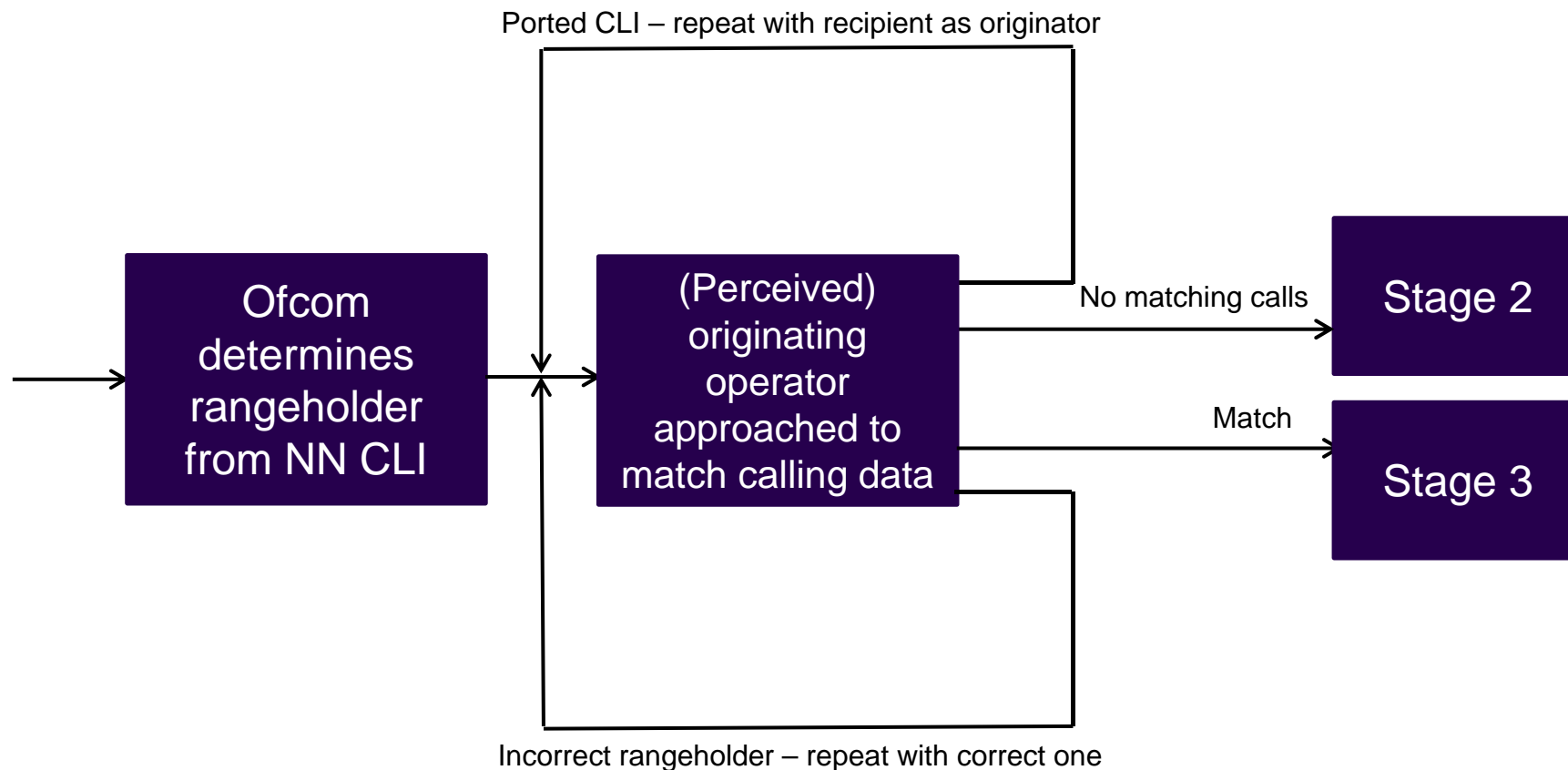
# Call Tracing Four Stage Approach



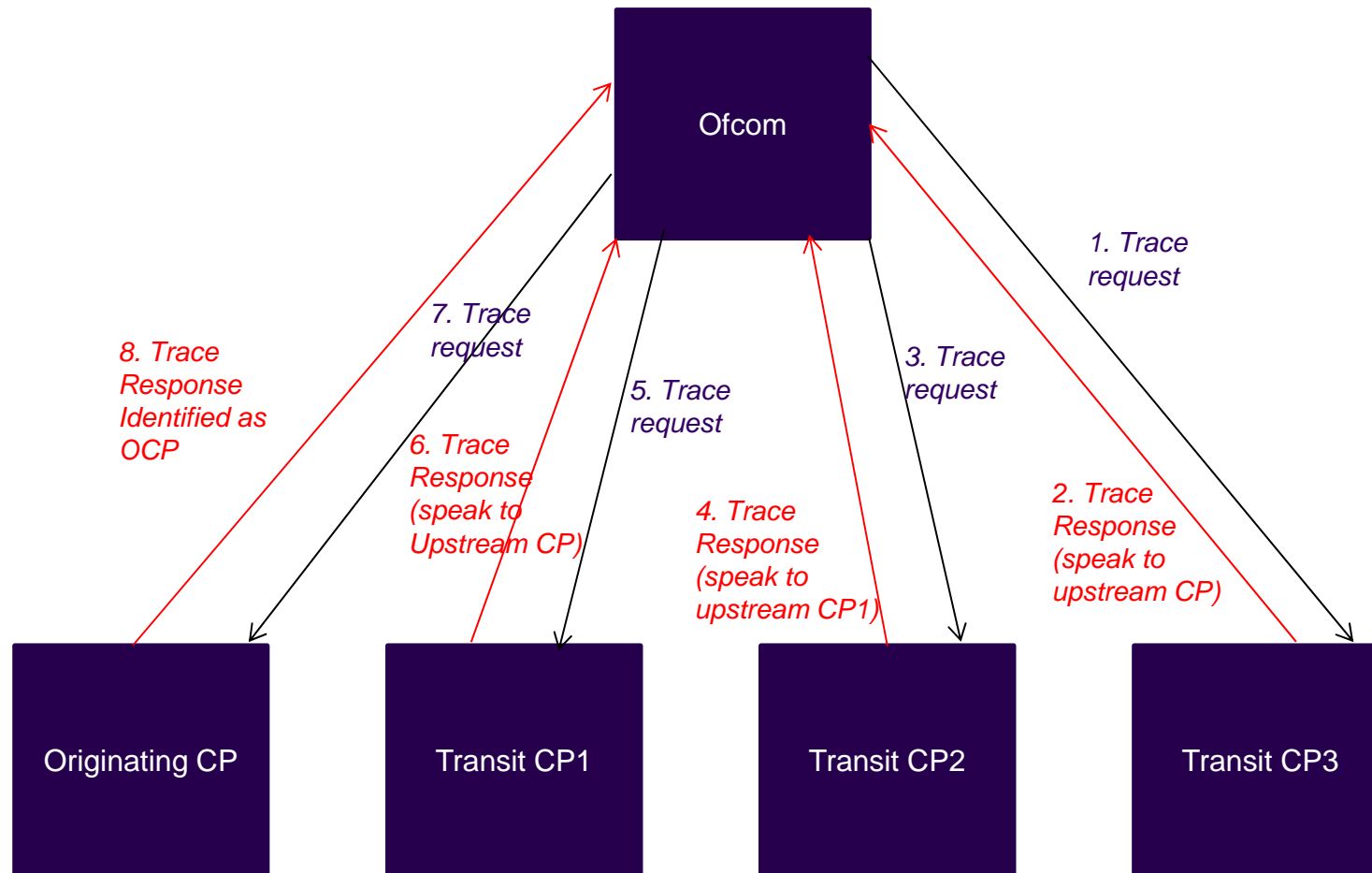
# Stage Zero process model



# Stage One process model



# Stage Two process model





# Stage Three process model

- Originating CP could be the Retail CP or there could be a reseller
- OCP provides to Ofcom the:-
  - originating customer identity, or
  - reseller identity
    - Ofcom then request customer identity from reseller
- The customer that is originating the calls will then be approached to address the issue
  - Optionally by the CP/reseller
  - By Ofcom

# Historic & Prospective call traces

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## ● Historic

- Provide details of calls over a past period
- Initial criteria is destination number, date/time
- Tracing adds to the detail to identify originating CP
- Documented in ND1437

## ● Prospective – possible future addition

- Provides details of calls seen over a specified future period
- Could be accommodated by scheduling a historic trace in the future
- Criteria could be, for example, a specific CLI to check if calls stopped
- Placeholder only in ND1437

## ● Request made of CPs

- Can you handle 10 queries per day, turnaround time 3 working days?
- All major CPs attending the Task group confirmed “yes”

# Call Tracing Next Steps

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- Ofcom is asking CPs to take part in a trial to
  - check the process
  - establish Ofcom and CP operational procedures
  - indicate resourcing levels required
  - enable Ofcom to develop the process of approaching originating customers
  - enable Ofcom to evaluate their responses to CPs
- ND1437 will be up issued if required

# Calling Line Identity Updates

- NICC's aims are to
  - Provide called customers with credible and useful calling number information
  - Help to address the issue of nuisance calls
  - Assist CPs in complying with UK legislation concerning CLI
- The intention is to update ND1016
  - Work in progress, new issue expected Feb 2014
    - The current version of ND1016 is available from the NICC website

# Progress To Date

- ND1016 reviewed to identify technology specific terminology
  - Rewriting to be technology neutral where possible
  - Technology specific text where essential
    - e.g. the names of fields in protocols
- Agreement of base definitions
  - e.g. Network Number, Presentation Number etc
- Agreement of base ISUP-SIP mapping
  - Calling Party Number  $\leftrightarrow$  P\_Asserted\_Identity
  - Presentation/Generic Number  $\leftrightarrow$  From:

# Some Current Discussions

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- Use of Default numbers
  - Agreeing CLI numbers to use if a non-compliant CP doesn't provide CLI information
- CLI Classifications and how they are indicated
  - Withheld, Anonymous, Unavailable etc
  - Mapping ISUP ↔ SIP
- Review & Re-writing of the ND1016 Rules
  - Clarifications, time expired & new rules

**Any Questions ?**