



**Internet Telephony Services Providers' Association**

**Links to CP Call Blocking Dispute Resolution Processes**

**Introduction**

In 2018, the ITSPA Operations Group engaged with the Ofcom Nuisance Call Working Group. This was partly in relation to tackling issues around number ranges being wrongly blocked by CPs who had concerns around the numbers being used for nuisance calls.

There was frustration around some members around the time it took for CPs to unblock these ranges. ITSPA has built a good link into the chair of this group at Ofcom who manages the group that consists of the major CPs. If there are major concerns, then ITSPA can raise the problems with this working group. The CP members have agreed to provide the links to their Dispute Resolution process/contact point for members to use, to hopefully expedite their concerns. The list can be found here:

Ofcom Nuisance Call working Group – CP Blocking Dispute Process Links:

CP	URL
BT	<a href="http://bt.custhelp.com/app/answers/detail/a_id/57083/c/345/related/1">http://bt.custhelp.com/app/answers/detail/a_id/57083/c/345/related/1</a>
EE	Doesn't currently have a direct link to the process. Instead they should contact the customer services team who will liaise with the relevant teams. <a href="https://ee.co.uk/help/contact-us">https://ee.co.uk/help/contact-us</a>
Gamma	<a href="https://www.gamma.co.uk/legal/">https://www.gamma.co.uk/legal/</a>
KCOM	<a href="https://www.kcomplc.com/regulatory/call-blocking-dispute-process/">https://www.kcomplc.com/regulatory/call-blocking-dispute-process/</a>
Sky	<a href="https://www.sky.com/help/articles/number-blocked-by-sky">https://www.sky.com/help/articles/number-blocked-by-sky</a>
Talk Talk	<a href="https://www.talktalkbusiness.co.uk/contact-us/">https://www.talktalkbusiness.co.uk/contact-us/</a>
Telefonica/O2	<a href="https://www.o2.co.uk/help/safety-and-security">https://www.o2.co.uk/help/safety-and-security</a> Information listed under "Blocking and/or stopping calls"
Three	<a href="http://support.three.co.uk/SRV5/CGI-BIN/WEBISAPI.dll/,/?New,Kb=Mobile,Ts=Mobile,T=CaseDoc,Case=Obj(42783)">http://support.three.co.uk/SRV5/CGI-BIN/WEBISAPI.dll/,/?New,Kb=Mobile,Ts=Mobile,T=CaseDoc,Case=Obj(42783)</a>
Virgin Media	Residential customers <a href="https://www.virginmedia.com/shop/the-legal-stuff/consumer-code-of-practice.html">https://www.virginmedia.com/shop/the-legal-stuff/consumer-code-of-practice.html</a> Business customers <a href="https://www.virginmediabusiness.co.uk/pdf/legal-documents/Code%20of%20Practice.pdf">https://www.virginmediabusiness.co.uk/pdf/legal-documents/Code%20of%20Practice.pdf</a>
Vodafone	<a href="https://support.vodafone.co.uk/Using-our-network/Calling-and-messaging/Nuisance-calls-and-texts/">https://support.vodafone.co.uk/Using-our-network/Calling-and-messaging/Nuisance-calls-and-texts/</a> Information listed under "What can I do if I think Vodafone has blocked my number?"

If you have any further queries, please contact the ITSPA Secretariat ([team@itspa.org.uk](mailto:team@itspa.org.uk) or 020 3397 3312) and we can discuss any specific problems with members of the Operations Working Group.