

## CCUK Industry Developments and Operations Sub-Group call

**25/07/25**

### Summary and notes

---

#### AGENDA

1. Headlines: telecoms sector
  - a. Mansion House Speech
  - b. Brief overview on fraud landscape
2. Industry Developments
  - a. Consultations
  - b. Recent CCUK Engagement
3. Operations
  - a. Recent CCUK Guidance

Other compliance/operational matters

#### Telecoms sector Headlines

The Secretariat provided an update on recent policy and sector developments, highlighting the impact of the Mansion House speech from Chancellor Rachel Reeves.

The speech focused mainly on financial services regulation, with limited reference to telecoms or large technology firms, notably omitting direct measures on fraud data sharing. It is expected that fraud will instead be addressed in the government's upcoming fraud strategy, anticipated in autumn.

The current government's approach remains supportive of digital transformation within telecoms, but there is ongoing uncertainty in Westminster, including the likelihood of a government reshuffle and potential ministerial changes.

CCUK has been invited by the Home Office to help develop a sector-specific fraud charter, allowing for CCUK to directly contribute input on best practice on fraud, highlight its achievements in fraud prevention, and shape future government policy as part of the UK's broader national fraud strategy.

A pre-meeting briefing will take place w/c 4 August, and the meeting with the HO will take place w/c 11 August.

**ACTION 1:** Members that are also part of the fraud and scams working group to attend scheduled meetings with the Home Office to discuss best practice principles for the sector-specific fraud charter.

## Industry Developments

### Consultations

The group reviewed several recent and upcoming consultations:

- **Ofcom: Statement on ADR:** Ofcom has reduced the ADR access period from 8 to 6 weeks. Our response did not oppose this, but warned against shorter timeframes, which Ofcom proceeded with regardless. Providers have nine months to comply, with changes coming into effect in April 2026.
- **DSIT Enterprise Connected Devices Consultation:** Focuses on new security regulations for enterprise connected devices, including VoIP phones, with options for a voluntary pledge, global standard, or legislation.
  - The deadline is 4th August and member input is encouraged.
- **DSIT: Statement of Strategic Priorities (SSP):** The Department of Science, Innovation and Technology (DSIT) is consulting on new telecoms priorities, with fraud only briefly mentioned. Members noted the lack of alignment between DSIT and the Home Office, and the importance of referencing supply chain diversity and security in CCUK's response.
  - The deadline for input is 18th September 2025.
- **Ofcom: Number Spoofing Consultation:** Recently released, this consultation seeks to address UK mobile number spoofing on international calls.
  - The group discussed technical and regulatory challenges, highlighting concerns over suggested measures and whether Ofcom fully understands the sector's requirements.
  - The deadline for input is 13th October 2025.
- Other consultations:
  - Reviews of free-to-caller wholesale regulation (closing 26th September), and
  - Call termination markets and end-to-end connectivity (closing 10th October).

**ACTION 2:** All Members to share input on the consultation regarding new security regulations for enterprise connected devices (including VoIP phones) to the Secretariat as soon as possible.

**ACTION 3:** Members to share input to other consultations to the Secretariat when possible.

**ACTION 4:** Secretariat to coordinate consultation responses, with support from Pete Farmer and members.

### Recent CCUK Engagement

A webinar was held with the Cyber Defence Alliance (CDA) and National Cyber Security Centre (NCSC), covering fraud prevention and cyber resilience.

**ACTION 5:** Secretariat to share slides and summary from the recent webinar with CDA and NCSC on fraud prevention and cyber resilience on the member wiki.

CCUK continues to liaise with the Home Office regarding the fraud charter, with meetings scheduled to discuss best practice principles.

Quarterly meetings with DSIT's Director of Digital Infrastructure are ongoing; the next meeting will take place on 5th August.

Parliamentary engagement included meetings with Lords to discuss telecoms' role in fraud prevention. CCUK submitted a white paper and anticipates further feedback in September. There was also participation in a UK Finance roundtable and follow-up with relevant MPs.

## Operations

### Recent CCUK Guidance

Recent guidance on porting best practice will be reviewed to ensure alignment with switching changes and industry developments. The group discussed the impact of expedited porting in the residential market and noted that most changes are non-mandatory for business services.

Feedback was sought on the "Know Your Traffic" best practice document and the adequacy of current cyber security guidance, with members calling for ongoing reminders and attention to supply chain management.

**ACTION 6:** Secretariat to communicate with members further on review of porting best practice.

**ACTION 7:** Feedback on Know your Traffic best practice document to be considered.

### Other Compliance/Operational Matters

Simple guidance on business switching for smaller members is being finalised, aiming to ensure compliance without significant burden. Updates on proof of concept work for distributed data sharing and ongoing improvements to operational documentation were provided. Further feedback and engagement from members were encouraged, particularly regarding upcoming consultations and guidance.

**ACTION 8:** Secretariat to implement review of cybersecurity developments into ongoing newsletter drafting.

**ACTION 9:** Tracey to finalise guidance on business switching.

---

## Summary of Actions

- **ACTION 1:** Members that are also members of the fraud and scams working group to attend scheduled meetings with the Home Office to discuss best practice principles for the sector-specific fraud charter.
- **ACTION 2:** All Members to share input on the consultation regarding new security regulations for enterprise connected devices (including VoIP phones) to the Secretariat as soon as possible.
- **ACTION 3:** Members to share input to other consultations to the secretariat when possible.
- **ACTION 4:** Secretariat to complete consultation responses, with support from Pete Farmer on more complex consultations.
- **ACTION 5:** Secretariat to share slides and summary from the recent webinar with CDA and NCSC on fraud prevention and cyber resilience on the member wiki.
- **ACTION 6:** Secretariat to communicate with members further on review of porting best practice to ensure alignment with switching changes and industry developments.
- **ACTION 7:** Feedback on Know your Traffic best practice document to be considered.
- **ACTION 8:** Secretariat to implement review of cybersecurity developments into ongoing newsletter drafting.
- **ACTION 9:** Tracey to finalise guidance on business switching.