

Call Line Identification Review Frequently Asked Questions

The Jersey Competition Regulatory Authority (JCRA) is responsible for the economic regulation of the telecoms, ports, and postal sectors, and for promoting competition in the supply of goods and services in Jersey.

The JCRA is reviewing the local provision of Calling Line Identity (CLI) facilities and their potential use in limiting telephone-based fraud. This document contains information on why this review is taking place, its approach, focus and potential outcomes.

Frequently Asked Questions

What are CLI facilities?

CLI facilities allow someone receiving a call to see the number of a person or organisation calling them. They can then decide whether to answer the call or not, or to only answer calls from recognised numbers.

CLI facilities also help regulators and enforcement bodies with the identification, tracing, and prevention of unwanted nuisance calls, which can cause significant annoyance and, in some cases, distress for consumers.

Why has the JCRA chosen to review CLI facilities?

CLI has been generally available in Jersey for many years, providing both fixed line and mobile users a valuable service. There are growing opportunities to use CLI for fraudulent reasons, however, leading to the JCRA deciding to carry out a review.

How is CLI involved in fraudulent activities?

Calls have two types of CLI associated with them. The 'Network Number', which is the actual telephone number, and the 'Presentation Number', which is an alternative number inserted by a telecoms operator or system that may be displayed to the person receiving the call.

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In most cases, the network number and presentation number are the same. There are legitimate reasons for using a different ‘presentation number’, however, by someone assigned to make calls on behalf of an organisation, for example. But there are equally incidents of non-legitimate use, when false presentation numbers are used to persuade people they are being called by an apparently valid organisation.

Numbers favoured by fraudsters include those of banks or government departments, which may confuse people and lead to them disclosing account or personal information.

What does the JCRA hope this review will achieve?

One important goal is to help telecoms operators more clearly understand expectations on the local provision of CLI. This may include updating licenses issued by the JCRA to more explicitly establish obligations to ensure CLI is available to all customers, for example, and to ensure only valid numbers are used.

A further goal is to investigate the potential for introducing a ‘Do Not Originate’ (DNO) list. This would contain certain numbers known to be sometimes used by fraudsters to present themselves as legitimate representatives of organisations such as banks or government departments.

Implementing a DNO list in Jersey will require the support and cooperation of several stakeholders and may not be immediately possible due to technical limitations or resource challenges. The planned review will mean the JCRA is better placed to understand potential barriers and limitations. And to develop a longer-term policy on the use of CLI facilities.

Will ‘withholding’ CLI still be possible after the review?

Yes. The review is focused on protecting people receiving calls rather than affecting those making them. There is no intention to limit the option of choosing to withhold CLI temporarily or permanently when making a call.

How will the JCRA carry out its review?

The review will follow the JCRA’s standard consultation and decision-making process. This starts with a public ‘Call for Information’ to let potentially interested local parties know about the planned review and invite comments on appropriateness or otherwise and any potential points for consideration.

Based on comments received, the JCRA sets out its plans in a ‘Draft Decision’ and invites further public comment. The concluding formal steps are publishing ‘Initial Notice’ and ‘Final Notice’, which confirm intentions on matters such as licence changes or the publication of guidelines.

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After this, the JCRA will work with operators and local interested organisations to implement the review's outcomes.

How long will the review take?

Ideally not more than six months, but once started the review's length will be determined by information received from commentators. There may be a need to investigate and understand points raised, and to potentially expand or contract scope accordingly.

Who will carry out the review?

A JCRA case officer will project manage the review, with the support of independent technical or legal expertise if necessary.

Where is more information available?

The JCRA website at www.jcra.je contains information on this review and previous ones carried out. Alternatively, call on 01534 514990 or email info@jcra.je.