

**Jersey Airtel response to JCRA call for information titled 'Calling Line Identity (CLI) facilities: proposed telecommunications licence review and potential for limiting telephone-based fraud dated 11 Aug 2021**

*Via Email to JCRA*

Below, please find our response in blue, to questions listed in section 3 of the document.

**Question 1:** Do you have any comments on the Authority's plan to review, clarify and establish expectations for the use of CLI facilities in Jersey?

**Airtel:** We welcome the authority's initiative to review and establish expectations for the use of CLI facilities in Jersey.

**Question 2:** Do you agree the Authority should consider amending operator licences to include conditions covering the provision of CLI facilities? If not please set out your reasons why and propose any alternative approaches you believe the Authority should take.

**Airtel:** The document does not elaborate on the specific licence conditions, hence, we are unable to comment. Having said that, we would be happy to work with the authority on this and would be amenable to licence modifications if it is found to be beneficial in tackling this issue. Currently, we at Airtel, ensure that all CLI are passed on to B party, as received from A party without any modifications. We also can block certain numbers shown as A party, if they are established as 'Do Not Originate' (DNO) as is done in the UK.

However, we believe a major part of containment in this aspect boils down to educating the public in terms of how to handle such calls and texts, as the case here is similar to someone masquerading as someone else in a face to face interaction. We hope the regulator would be working with the government agencies to educate the public on how to handle such calls.

**Question 3:** Do you have any comments on the importance or otherwise of protecting islanders from telephone-based fraud as far as practically possible?

**Airtel:** We believe, aside from the operators ensuring the CLI is passed on as received and blocking the DNO CLI, an education drive spear headed by the government, through various agencies like Citizens Advice Bureau, Jersey Fraud Prevention Forum etc to educate the public will be the most effective tool in handling this issue.

**Question 4:** Do you agree the Authority should pursue introducing a centralised CLI-fraud mitigation system. If not please set out your reasons why and propose any alternative approaches you believe the Authority should take.

**Airtel:** We understand from the document that the proposed centralised CLI fraud mitigation system means setting up DNO as is done by Ofcom in the UK and we are in agreement with this. However, if it involves any other initiative, we would like clarity please, to be able to express our informed opinion.

I hope this answers your questions satisfactorily. In case any further clarification is required, please contact us.

**Jersey Airtel Limited**  
**24<sup>th</sup> September 2021**