



NEWS RELEASE

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JCRA introduces new regulation to combat telephone-based fraud

The Jersey Competition Regulatory Authority (the Authority) has finalised plans to update local telecoms licences to include a specific condition aimed at minimising the fraudulent use of calling line identity or CLI. As a result, customers should have stronger assurance that CLI will always be available without charge while operators will have an obligation to block calls they identify as suspicious.

CLI is an important facility available on both fixed and mobile phones that allows people to see the number of any caller before deciding to answer or not. UK communications regulator Ofcom recently reported that research showed people are far more likely to answer a call if they recognise the number – a fact not lost on fraudsters who are using modern technology to change the number associated with a call. Once answered, the fraudster may be able to persuade the call receiver to disclose personal information such as bank details, which can lead to both financial loss and emotional harm.

While the introduction of the new regulation will not eliminate this situation, the Authority believes it is an important step in helping minimise fraudulent calls. It ensures that customers always receive CLI with their calls without any extra charge, unless there are valid reasons for not providing, and that telecoms companies take steps to identify and block calls associated with potentially fraudulent CLI.

Commenting on the new regulation, the Authority's **Chief Operating Officer Sarah Price** said, 'We're aware that fraudsters are using increasingly sophisticated methods to persuade people to reveal important personal information. Presenting CLI that appears trustworthy is often the first step in this process. The new regulation is an important step in limiting opportunities for such telephone-based fraud, which should help improve Islanders' trust in calls they receive.'

The new CLI licence condition will come into force in June 2023 alongside supplementary guidance issued by the Authority to provide telecoms companies with additional information on how they should meet regulatory expectations. The guidance also recognises that some time and investment may be needed to develop the systems and processes for monitoring call traffic and identifying potentially fraudulent calls.

The Authority is also monitoring ongoing regulatory developments in the UK to further increase protection against fraudulent CLI and may carry out future work in this area to ensure Islanders enjoy as much protection as possible.

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NOTES TO EDITORS:

About The Jersey Competition Regulatory Authority:

The Authority was established under the Competition Regulatory Authority (Jersey) Law, 2001. It is responsible for administering and enforcing the Competition (Jersey) Law 2005 and also regulates the telecoms and postal sectors and the Ports of Jersey.

The Authority strives to ensure that the markets work well for the benefit of all stakeholders, including Government, business, citizens, and consumers facilitating best value, choice and access to high quality services.