



Mr Ian Talbot  
Chief Executive  
Chambers Ireland  
11 St Stephen's Green  
Dublin 2  
D02 FY84

9 November 2022

By email to [ian.talbot@chambers.ie](mailto:ian.talbot@chambers.ie)

**Re: Preventing scam calls – Introduction of the Do Not Originate Protocol**

Dear Mr Talbot,

I wish to bring an important initiative to your attention.

Consumers are being defrauded of money, as well as being inconvenienced, confused, and threatened by nuisance communications e.g. scam phone calls. Consumers are also being manipulated into providing sensitive personal information, such as Personal Public Service numbers and banking information, which scammers can then use to commit crime.

To promptly confront this problem, in December 2021 ComReg established the Nuisance Communications Industry Taskforce (“NCIT”)<sup>1</sup>. The NCIT held its first meeting in February 2022 and an update<sup>2</sup> on its activities was published in September 2022. The NCIT includes ComReg and fixed and mobile telecoms operators and meets monthly to discuss how best to tackle the problem of nuisance communications.

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<sup>1</sup> [ComReg 21/129: Nuisance Communications - Formation of the Nuisance Communications Industry Taskforce](#), dated 17 December 2021

<sup>2</sup> [ComReg 22/77: Nuisance Communications - Update on the Nuisance Communications Industry Taskforce](#), dated 30 September 2022

The NCIT has agreed a workplan to implement a range of interventions, which are designed to reduce the impact of nuisance communications on Irish consumers. One simple and swift measure to protect consumers is for telecoms operators to block phone calls that are known to be fake.

As a first step, phone calls pretending to be from trusted phone numbers will be stopped with the implementation of a “Do Not Originate” List (“DNO List”). The DNO List comprises inbound-only phone numbers assigned to organisations as contact numbers for their callers, e.g. for consumer helplines and banking. As these numbers are never used to make outgoing calls, calls appearing to originate from the numbers are fake and the numbers have been spoofed. To implement the DNO List, operators will block calls appearing to originate from numbers on that list.

A DNO trial in September 2022 conducted by ComReg and the main telecoms operators was very effective - thousands of spoofed calls appearing to originate from phone numbers on the trial DNO List were blocked. Following that successful trial, ComReg and industry agreed to a wider roll-out of DNO, which is now underway.

ComReg recently published an Information Notice on DNO (ComReg 22/86)<sup>3</sup>, a Guidance Note and Application Form (ComReg 22/86a)<sup>4</sup>, and a dedicated webpage at [www.comreg.ie/dno](http://www.comreg.ie/dno). Organisations wishing to add numbers to the DNO List should refer to ComReg’s Guidance Note and Application Form and the DNO webpage. As set out in the Guidance Note, organisations should consider the DNO criteria carefully, as not all phone numbers are suitable for inclusion on the DNO List.

ComReg strongly supports the implementation of the DNO List and encourages businesses and organisations to add suitable numbers to that List, to protect consumers and businesses from phone scams in Ireland.

If you have any queries on DNO please email [dno@comreg.ie](mailto:dno@comreg.ie). Thank you.

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<sup>3</sup> [ComReg 22/86: Nuisance Communications – Launch of ‘Do Not Originate’ Protocol](#) , dated 24 October 2022

<sup>4</sup> [ComReg 22/86a: Do Not Originate List – Guidance Note for organisations and Application Form](#), dated 24 October 2022

Yours sincerely

A handwritten signature in black ink, appearing to read 'George Merrigan', with a large circular flourish at the beginning and a horizontal line extending to the right.

**George Merrigan**

**Director**

**Market Framework**