



# Call Blocking Dispute Process

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## Introduction

Gamma has an obligation to review a dispute submission regards Caller Line Identification (CLI) blocking raised by a caller or a third-party Communications Provider (CP) and remove such blocking where an error exists.

## What is the reason for this process?

Ofcom General Condition C6.6 requires CPs, where technically feasible, to take all reasonable steps to identify calls in relation to which invalid or non-dialable CLI data is provided and prevent those calls from being connected to the called party.

Gamma screens incoming calls on a call by call basis that have found their way onto our network. Where we identify the originating CLI data is invalid, malformed, or there are indicators of nuisance call activity, Gamma may stop or block the call from being connected to the called party where the called party is a Gamma customer, either directly or indirectly. We try to behave reasonably in this action, because we are conscious that the average business customer may wish to receive more calls from malformed CLIs when compared to the average residential consumer because any one of those calls could be business critical.

In the event that the caller's line has been blocked, calls will not connect, and no message or notification will be given - this treatment is so as to avoid a situation whereby a caller with nefarious intent can easily identify that blocking has been applied and amend their calling number. Where a CP is blocking calls, there is a requirement under the Ofcom CLI Guidelines to detail a dispute resolution process.

In the event that the calls are originating by a Gamma customer, either directly or indirectly, Gamma will seek the originating party blocks the calls in the first instance.

Gamma recognises it is possible that some legitimate calls may be blocked when they should not be and has the potential to impact both the calling party and our customers. This process details how a caller or a third-party CP can challenge Gamma where they think calls have been blocked in error.

## Responsibilities

There are several parties potentially involved in the process, and the following table details the main roles and responsibilities for each party:

Applies to	Responsibilities
Disputing Party (caller or third-party CP)	Provide relevant details of issue (originating CLI, dates and times of call attempts) and reasons why call blocking should not be applied by Gamma.
Gamma Misuse Team	<p>Determine the call blocking CLIs and maintain records for the reasons for applying such blocking.</p> <p>Investigate a dispute, make a judgement on available information or request additional information, respond to the disputing party within five (5) working days and reverse any blocking deemed to have been applied in error.</p>
Gamma Head of Regulatory Affairs	Oversee all dispute responses, deal with escalations, ensure response rates are maintained and undertake process reviews.

## Dispute Notification

### The information we require

The disputing party is requested to provide as much detail as possible for Gamma’s consideration. Ideally this should include:

Calling party number	The telephone number that the caller is using to make / originate calls from.
CLI Restricted Y/N	If known, whether the calling party number is withheld.
Presentation Number	If known, the telephone number that is offered to be presented to the called party. The calling party number and presentation number can be the same or they can be different.
Called Number(s)	The telephone number (on the Gamma network) that the caller is trying to contact.
Date(s) and Time(s)	Date and time of the call attempts.

Dispute Reason	Please provide information why you believe the call blocking is in dispute / inappropriate.
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## How to contact us

The disputing party should send via email a written dispute to the following:

Email: [Misuse@Gamma.com](mailto:Misuse@Gamma.com)

If you would prefer to make your dispute submission by post, then please send to:

FAO David Williams, Call Blocking Disputes, Gamma, Kings House, Kings House, Kings Road West, Newbury, Berkshire, RG14 5BY

## Escalation Contact

If Gamma fail to respond within five (5) working days, please escalate to David Williams, Head of Commercial and Regulatory Affairs. Email: [david.williams@gamma.co.uk](mailto:david.williams@gamma.co.uk) Telephone: 0333 240 3070.

## Performance Measures

On receipt of a dispute, Gamma's target is to respond within five (5) working days. If after five (5) working days the disputing party has not received a response, then please use the escalation contact detailed above. In the event of an urgent dispute that the disputing party believes is causing a major / critical impact then please contact us by telephone.