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NICC Document

Guidelines for the Tracing of Calls Across and Between Networks

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Contents

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Foreword

This NICC Document (ND) has been produced by the NICC Nuisance Call and Calling Line Identity Task Group.

Introduction

Customers report nuisance or unwanted calls (such as unwanted marketing calls or silent calls) to Communication Providers (CPs), Ofcom or other regulators. Such calls can be the cause of considerable annoyance and concern for consumers who are expecting action to be taken to protect them from these calls. In order to trace a suspect call a consistent approach is needed between Ofcom/ICO and the CPs whose networks are involved in the call in terms of the process and information flow that is used between them. The aim of this document is to describe an approach that will help to identify the source of nuisance/unwanted calls so that further appropriate action can be taken – the action to be taken to prevent or reduce such calls is outside the scope of this document.

1   Scope

The present document describes the information required and available to trace nuisance or unwanted calls between networks, and the information that is expected and available in the tracing response. It describes types of call tracing, and processes for requesting such call tracing. The process described is not intended to replace the processes currently agreed for tracing malicious calls.

The process described in issue 1 of this document was trialled by Ofcom and CPs to ensure that it met its objectives and to identify any improvements or additions that were required. This 2nd issue has been produced to reflect changes/improvements identified during the trial.

2 References

2.1 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For non-specific references, the latest edition of the referenced document (including any amendments) applies.

[1] The National Numbering Scheme - Telephone Numbers administered by Ofcom - found at this address: http://stakeholders.ofcom.org.uk/telecoms/numbering/telephone-no-availability/numbers-administered/ (address verified on 14th October 2013)

[2] NICC ND1016 Requirements on Communications Providers in relation to Customer Line Identification display services and other related services http://www.niccstandards.org.uk/publications/public-net.cfm (address verified on 21 October 2013)

2.2 Informative references

[3] Privacy and Electronic Communications (EC Directive) Regulations 2003, S.I. 2003/2426 as amended, original retrieved from http://www.legislation.gov.uk/uksi/2003/2426/pdfs/uksi_20032426_en.pdf. Amendments available from www.legislation.gov.uk using search facility.

3 Definitions and Abbreviations

3.1 Definitions

Calling Line Identity   Has the meaning as set out in [2]

Downstream CP   A CP that receives a call from another CP

Network Number   Has the meaning as set out in [2]

Presentation Number   Has the meaning as set out in [2]

Recipient CP   A CP to which a number is ported

Upstream CP   A CP that sends a call to another CP

3.2 Abbreviations

CLI   Calling Line Identity

CP   Communications Provider

ICO   Information Commissioner's Office

NN   Network Number

PN   Presentation Number

TBD   To Be Decided

UPVP   User Provided Verified and Passed

4 Call Path Between Networks - Overview

The diagram below shows a typical call path and identifies the CPs involved and their roles. In a call path there will always be an originating CP and terminating CP (these will be the same CP if the call is within a single network) and there could be no, one or more transit CPs.

An upstream CP sends a call to a downstream CP. Hence there could be a number of upstream and downstream CPs in the call path, and a transit CP will be both a downstream and upstream CP for the call. This is shown in the diagram below.

When it is necessary to trace a call, it may be possible to determine the Originating CP using information in the signalling received by the Terminating CP. However, sometimes there may not be sufficient information and it may be necessary to trace the call by successively approaching upstream CPs. This document describes the process to trace calls and the associated information that is exchanged.

Upstream   Call Direction   Downstream

```
Originating  →  Transit  →  Transit  →  Terminating
    CP             CP          CP           CP
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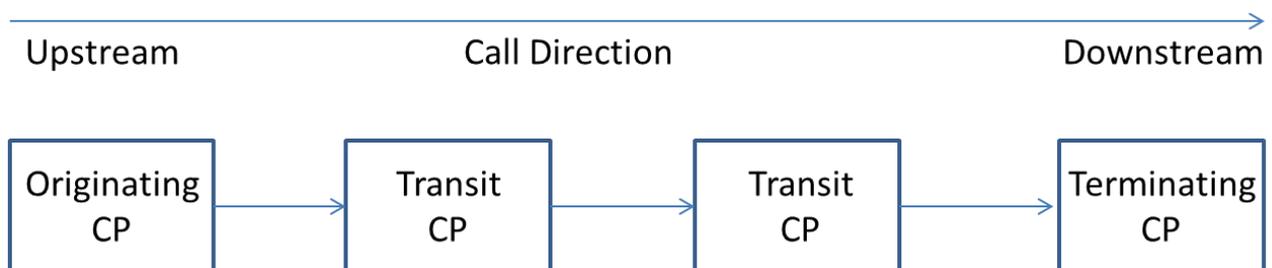
5 Process Model

5.1 Overview

The objective of a call trace is to identify the access line from which a call originated and hence the customer that made that call. The process is initiated and co-ordinated by Ofcom or ICO as the relevant regulatory agencies, and will only be used when published criteria for determining that calls could be considered to be a nuisance have been met. Ofcom/ICO will collate information from terminating CPs and co-ordinate the upstream CPs to determine the origin of the call.

There are four stages to the process of tracing the origin of a call, namely;

- o **Stage Zero.** The terminating CP that has received customer complaints about nuisance calls provides the relevant information to Ofcom/ICO. Alternatively, having received direct complaints from customers of a given terminating CP, Ofcom/ICO approaches that CP to seek the additional information required to trace the call.
- o **Stage One**. Having determined that a group of complaints merits attention, Ofcom/ICO contacts the CP that nominally hosts the network Calling Line Identity (CLI) provided in the call signalling, on the assumption that it is a valid CLI and the call has been originated from that CP's network.
- o **Stage Two.** If the network CLI is not present or proves unreliable in determining the originating network, Ofcom/ICO initiates traces of the call upstream through the networks from whence it was received.
- o **Stage Three.** Having determined the originating network, the retail CP is contacted to determine the customer details.

Stage One uses the Network Number (NN) of the call for the initial checks, and is only possible if the call signalling contains an NN that nominally appears to be a valid UK number. If it does not, then it should be omitted and the process should proceed directly to Stage Two. Following Stage One either the NN or Presentation Number (PN) or both can be used as a key for the trace across a network. Any process for checking the legitimacy of any PN used on the call being traced is beyond the scope of this document.

If Stage One yields a satisfactory response as to the identity of the caller, then Stage Two is not required.

5.2   Stage Zero: Basic data to trace the call is assembled

Customer complaints about nuisance calls could be received by the terminating CP's call-centres, or alternatively directly by Ofcom/ICO. If it is decided that the complaint should be pursued the process described in this section is followed.

If the complaint is made to the terminating CP and they wish to initiate the process, they will need to feed this complaint, together with the relevant supplementary information from their own systems through to Ofcom/ICO, in order that Ofcom/ICO can determine whether to proceed with call tracing activity. The information flow from the terminating CP to Ofcom/ICO is described in Section 7.1. The terminating CP could choose to supply all relevant information to Ofcom/ICO on receipt of the customer complaint or, alternatively, provide basic information subsequently augmented with full information on request by Ofcom/ICO.

Alternatively, if the complaint is made directly to Ofcom/ICO and Ofcom/ICO wish to take action to trace the source of the call they will need to approach the terminating CP to obtain information required to do this. Such information might include from where the terminating CP received the call and the NN CLI in the case of withheld / unavailable or a PN being displayed to the customer. The information to be exchanged during this dialogue is set out in Section 7.2.

5.3   Stage One: Contact the CP nominally hosting the CLI

If the CLI (i.e. the NN provided by the terminating CP during stage Zero) is known and appears to be a valid UK number, Ofcom/ICO will contact the CP that hosts the number (according to information held in the National Numbering Scheme [1]) requesting the identity of the customer using the information set out in Section 7.3

There are a number of possible outcomes to this request, as set out in Table 5.3.a.

Table 5.3.a : Stage One outcomes

	Status of the NN	Outcome	Notes
1	The number is hosted by the CP on their network (or a subcontracting network provider) and calls were observed aligning with the request	Move to Stage Three	Originating CP has been found so proceed to stage to obtain caller details
2	The number is hosted by the CP on their network (or a subcontracting network provider) and calls were not observed aligning with the request	Move to Stage Two	The CP hosts the apparent CLI, but the call was not originated on their network. This could be because the CLI was spoofed. It will be necessary to trace the call through upstream networks from the terminating network
3	The number is exported	Provide the identity of the Recipient CP of the ported number; Ofcom/ICO repeats Stage One but with the Recipient CP	Although in one of their number ranges, the individual number represented by the CLI has been ported to another CP so Ofcom/ICO will need to approach that CP
4	The number is unassigned by the CP that owns the number range.	Move to Stage Two	As the number represented by the CLI is not in use, it is clearly spoofed so it will be necessary to trace the call through upstream networks from the terminating network
5	The number is not from a range assigned to CP	Error case – Ofcom to re-examine their records and re-initiate process.	The incorrect CP has been approached as they have not been assigned the number range in question by Ofcom

5.4   Stage Two: Trace the call through upstream networks

Stage Two occurs if the CLI information does not allow the originating CP to be determined; this would be the case if no valid NN was present or if the CLI had been spoofed. If Stage Two is necessary, Ofcom/ICO initiates a call trace request to the "N-1" network, i.e. the upstream network immediately preceding the terminating network, using the request data set out in Section 7.4. There are a number of possible outcomes to this request, as set out in Table 5.4.a;

Table 5.4.a : Stage Two outcomes

	Status	Outcome	Notes
1	Calls were observed aligning with the request and were generated from a direct connection on their network	Move to Stage Three	Originating CP has been found so proceed to stage to obtain caller details
2	Calls were observed aligning with the request and were generated from an upstream network	Reply with identity of upstream network and any additional information; Ofcom/ICO repeats Stage Two with that upstream network	Call traversed the CP's network, but the calls were transited from another CP's network so Ofcom/ICO will need to approach that CP
3	Calls aligning with the request were not observed	Ofcom/ICO reviews data	No record can be found of the calls (i.e. trail has gone cold)

For the scenario where the "N-1" network does not host the calling customer (i.e. they are a transit network), then they respond to Ofcom/ICO with the identity of the upstream CP from whom they received the call, and any supplementary information which may aid tracing (e.g. the CLI received if this is different to that which they sent downstream, trunk identity received on). Ofcom/ICO then approaches the next upstream network CP to progress the call trace, until the eventual originating CP is found. This is depicted in Figure 5.4.a below.
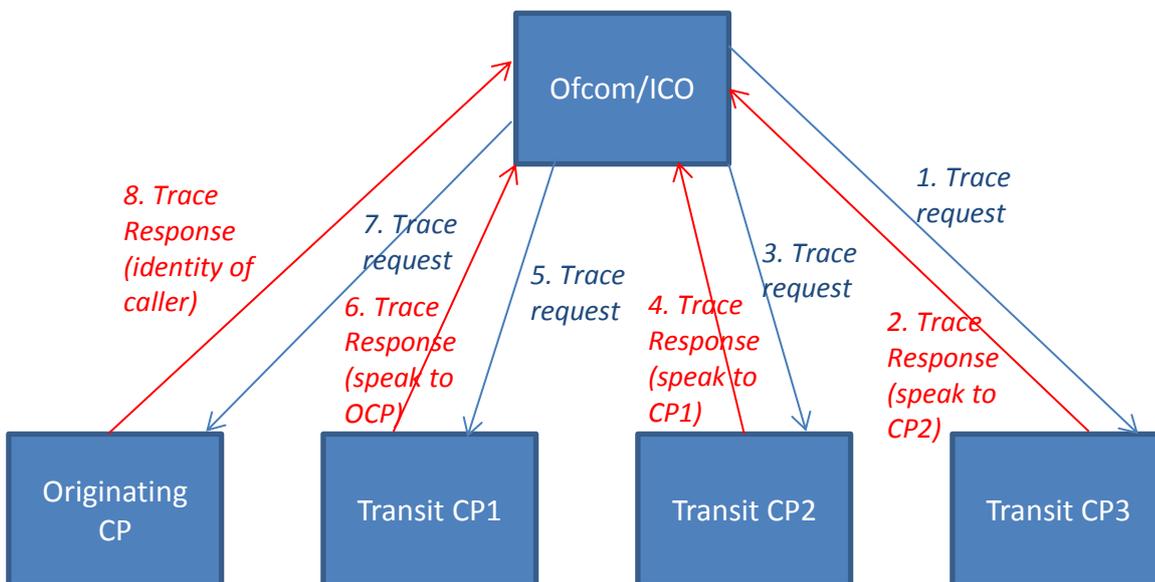
Figure 5.4.a : Iteration of Stage Two of Call Trace

Although not depicted in the diagram, it is acknowledged that additional information may assist in tracing the call (for example it may be that tracing the call is assisted by the operational teams in adjacent networks entering into a dialogue over the exact timing/location of the call). Although the request to trace the call is made by Ofcom/ICO, and the ultimate response by the CP is made to Ofcom/ICO, this does not preclude direct communication between the CPs where it is beneficial to servicing the request.

5.5   Stage Three: Obtain caller information from originating retail CP

In arriving at stage Three, the network that originated the call will have been determined. If that network CP is also the retail CP, then they will respond with the customer information. The CP may optionally approach the customer to highlight that their calling patterns are causing complaints, and ask them to modify their approach.

Likewise, if there is a reseller relationship but the network CP holds retail customer data and has the permission of the reseller to release this information, then they will respond with that information. The CP may optionally contact their reseller to highlight that their customer's calling patterns are causing complaints, and ask them to address the issue.

If, however, there is a reseller relationship and either the network CP does not have access to the retail customer data, or is not in a legal/contractual position to release it, then the originating network CP will respond to Ofcom/ICO with the identity of the reseller. Ofcom/ICO will then approach the reseller to obtain the customer information.

6   Call Tracing Types

There are two types of call tracing – historic and prospective. Historic tracing relates to finding information about specific call(s) which have already occurred, whereas prospective tracing relates to logging calls in a future time window that meet specific criteria such as being from a particular CLI.

Historic tracing must be supported by CPs and prospective tracing may be used according to a CP's capability and the particular scenario that is being investigated.

This document describes the processes for the historic call tracing that is expected to be ordinarily used. Prospective call tracing might be carried out in exceptional cases but this is beyond the scope of this document currently. If practical experience of using the historic tracing process shows that standardisation of a prospective tracing process is required then it will be included in a future issue of this document.

7   Information to be Exchanged when Call Tracing

This section sets out the information to be exchanged for the tracing of a call. Annex A provides forms for the use of CPs and Ofcom/ICO in exchanging the data described in the following tables. The called and calling numbers should be provided in their diallable format i.e. including the leading 0 or 00.

7.1   Terminating CP notifying Ofcom/ICO of nuisance calls

This information exchange occurs during Stage Zero of the process (see Section 5.2). The information to be provided by the terminating CP to Ofcom/ICO is given in the table below.

As noted in section 5.2 the terminating CP could partially populate the information set out in this table but it would then necessitate the information exchange set out in section 7.2 being carried out should Ofcom/ICO decide to pursue the case – for this approach items marked with (*) could be deferred until that subsequent information exchange. Partial population would be in order to minimise the effort involved in raising the initial information and provide an early alert of an issue so that Ofcom/ICO could identify the extent of the problem quickly.

Table 7.1a: Information from Terminating CP to Ofcom/ICO

	Information	Status	Comment
1	Terminating CP Identity	Essential	
2	Unique reference for the request	Essential	Format to be decided by terminating CP
3	Nature of complaint and customer impact call 1	Essential	e.g. Malicious, silent, unwanted, dial through fraud etc. Determines action taken
4	Called party's number call 1	Essential	Key identifier for the call
5	Porting information call 1	Must be provided if applicable	e.g. porting prefix
6	Call outcome call 1	Essential	Result (answered or not?)
7	Start date of call 1	Essential	Key identifier for the call
8	Start time of call 1	Essential	Key identifier for tracing the call
9	Duration of call 1	Essential (*)	Key identifier for tracing the call
10	Calling party number (Network Number) call 1	Must be provided if known (*)	May not be present
11	Presentation Number call 1	Must be provided if known (*)	May not be present
12	CLI(s) restricted call 1?	Must be provided if known	To highlight whether the caller marked the CLI(s) as restricted so people are aware that it must not be released to the called party
13	What was displayed call 1?	Essential	"Displayed" includes all forms of presentation to the called party
14	Upstream CP identity call 1	Essential (*)	
15	Incoming route identity call 1	Useful	Helps the tracing, but has to be meaningful to both parties
16	Number of calls that the recipient of call 1 has received	Essential	Single, multiple, frequency etc. Determines severity of problem.
	Repeat above for n complaints		
17	Terminating CP contact number	Essential	Specific duty and not a general number
18	Date and Time Of Notification	Useful	

Note that unlike the information exchanges set out in subsequent sections, this stage of the process is a notification one so there is no response information flow defined.

7.2 Ofcom/ICO requesting additional information from the Terminating CP

This information exchange occurs during Stage Zero of the process (see Section 5.2) where either the complaint has been received by Ofcom/ICO, or the complaint was received by the terminating CP but they initially only provided partial information to Ofcom/ICO in the exchange set out in Section 7.1.

7.2.1 Request from Ofcom/ICO to Terminating CP

The information to be provided by Ofcom/ICO to the terminating CP to initiate a trace is given in the table below.

Table 7.2.1a: Ofcom/ICO to Terminating CP

	Information	Status	Comment
1	Unique reference for the request	Essential	Format TBD by Ofcom/ICO
2	Call trace type	Essential	Historic *(field included to allow future inclusion of prospective)*
3	Called party's number call 1	Essential	Key identifier for tracing the call
4	Call outcome call 1	Essential	Result (answered or not?)
5	Start date of trace 1	Essential	Key identifier for tracing the call
6	Start time of trace 1	Essential	
7	Search duration of trace 1	Useful. Default will be to use the maximum duration	This is the period over which the terminating CP should examine records in attempting to trace the call, it is not the duration of the call itself. See section 8.3
8	Caller's number that was displayed call 1	Useful	Help diagnose problems. Include possible text strings that were displayed
	Repeat the above information elements for n calls		Max n = 10
9	Ofcom/ICO contact number	Essential	Specific duty and not a general number
10	Date and Time Of Request	Useful	

7.2.2   Response from Terminating CP to Ofcom/ICO

The information to be provided by the terminating CP to Ofcom/ICO in response to a trace request is given in the table below.

Table 7.2.2a: Information from Terminating CP to Ofcom/ICO

	Information	Status	Comment
1	Terminating CP identity	Essential	
2	Unique reference for the request	Essential	Same value as in the request
3	Called party's number call 1	Essential	Key identifier for the call.
4	Porting information call 1	Must be provided if applicable	e.g. porting prefix
5	Call outcome call 1	Essential	Result (answered or not?)
6	Start date of call 1	Essential	Key identifier for tracing the call
7	Start time of call 1	Essential	Key identifier for tracing the call
8	Duration of call 1	Essential	Actual call duration as seen by the Terminating CP
9	Calling party number (Network Number) call 1	Must be provided if known	May not be present
10	Presentation Number call 1	Must be provided if known	May not be present
11	CLI(s) restricted call 1?	Must be provided if known	To highlight whether the caller marked the CLI(s) as restricted so people are aware that it must not be released to the called party
12	Incoming route identity call 1	Useful	Helps the tracing, but has to be meaningful to both parties
13	Number of calls that the recipient of call 1 has received	Essential	Single, multiple, frequency etc. Determines severity of problem.
	Repeat above for n calls		Max n = 10
14	Terminating CP contact number	Essential	Specific duty and not a general number
15	Date and Time Of Response	Useful	

7.3 Information requested by Ofcom/ICO from the (believed) Originating CP

This information flow is used by Ofcom/ICO in Stage One of the process (see 5.3) to provide the CP identified by the calling Network Number with the information to check if the calls did originate from the line identified by the Network Number.

7.3.1 Request from Ofcom/ICO to (believed) Originating CP

The information that Ofcom/ICO should provide an originating CP in order to trace a call, or calls, to a specific destination number is listed in the table below.

Table 7.3.1a: Ofcom/ICO to Originating CP

	Information	Status	Comment
1	Unique reference for the request	Essential	Format TBD by Ofcom/ICO
2	Call trace type	Essential	Historic
3	Called party's number call 1	Essential	Key identifier for tracing the call
4	Porting information call 1	Must be provided if applicable	e.g. porting prefix
5	Call outcome call 1	Essential	Result (Answered or not ?)
6	Start date of call 1	Essential	Key identifier for tracing the call
7	Start time of call 1	Essential	
8	Duration of call 1	Essential	Actual call duration provided by the Terminating CP (see 7.1.7.2)
9	Calling party number (Network Number) call 1	Essential	
10	Presentation Number call 1	Must be provided if known	May not be present
11	CLI(s) restricted call 1?	Must be provided if known	To highlight whether the caller marked the CLI(s) as restricted so people are aware that it must not be released to the called party
12	What was displayed call 1	Useful	Help diagnose problems
	Repeat above for n calls		Max n = 10
13	Ofcom/ICO contact number	Essential	Specific duty and not a general number
14	Terminating CP contact number	Essential	Specific duty and not a general number; is provided so the recipient of the request can open a dialogue directly with the CP that indicated they received the call from them to determine additional information
15	Date and Time Of Request	Useful	

7.3.2   Response from (believed) Originating CP to Ofcom/ICO

The information to be provided by the originating CP to Ofcom/ICO in response to a trace request is given in the table below.

Table 7.3.2a : Originating CP to Ofcom/ICO

	Information	Status	Comment
1	Identity of CP providing response	Essential	
2	Unique reference for the request	Essential	Same value as provided in the request
3	Called party's number call 1	Essential	Key identifier for the call
4	Call outcome call 1	Essential	Result (answered or not?)
5	Start date of call 1	Essential	Key identifier for the call
6	Start time of call 1	Essential	Key identifier for the call
7	Duration of call 1	Essential	Key identifier for the call
8	Calling Party Network Number call 1	Essential	Key identifier for the call
9	Presentation Number call 1	Essential if present	
10	Is the Calling Party Network Number from a range assigned to you call 1? (#)	Essential	Yes / No; No indicates that the wrong rangeholder has been approached and that the remaining information need not be provided
11	Is the Calling Party Network Number assigned to one of your current customers (regardless of whether directly or via a reseller) call 1? (##)	Essential unless answer to (#) is No	Yes / No; A "No" answer indicates either that the calling party Network Number is spoofed, or the number exported
12	Recipient CP identity if applicable call 1	Essential if Calling party number is exported	Provided if the number has been exported, otherwise CP responds as N/A
13	Did call 1 originate on your network? (###)	Essential unless answer to (##) is No	Yes / No, A "No" answer indicates that the calling party Network Number must have been spoofed
14	Reseller contact details call 1	Reseller and/or customer contact details are essential if answer to (###) is Yes	Address, contact number, email or N/A
15	Customer contact details call 1	Reseller and/or customer contact details are essential if answer to (###) is Yes	Address, contact number, email or N/A
16	What type of Presentation Number service does the customer have if any call 1	Essential	If the service is NP or UPVP the CP should confirm that the PN is valid for the caller.
17	Has the customer/reseller been contacted or will they be contacted call 1	Essential	If the originating CP contacts the customer/reseller they can notify Ofcom/ICO if the problem has been resolved or not
	Repeat above for n calls		Max n = 10
18	Originating CP contact number	Essential	Specific duty and not a general number
19	Date and Time Of Response	Useful	

7.4   Tracing Request – Ofcom/ICO Request to Upstream CP

This information flow is used by Ofcom/ICO in Stage Two of the process to obtain additional information from an upstream CP (see Section 5.4).

7.4.1   Request from Ofcom/ICO to Upstream CP

The information that Ofcom/ICO should provide a CP in order to trace a call, or calls, to a specific destination numbers is listed in the table below.

Table 7.4.1a: Ofcom/ICO to Upstream CP - Calls for a Specific Destination Number

	Information	Status	Comment
1	Unique reference for the request	Essential	Format TBD by Ofcom/ICO
2	Call trace type	Essential	Historic
3	Called party's number call 1	Essential	Key identifier for the call
4	Porting information call 1	Must be provided if applicable	e.g. porting prefix
5	Call outcome call 1	Essential	Result (answered or not?)
6	Start date of trace 1	Essential	Key identifier for the call
7	Start time of trace 1	Essential	
8	Duration of call 1	Essential	Key identifier for the call
9	Calling party number (Network Number) call 1	Must be provided if known	May not be present
10	Presentation Number call 1	Must be provided if known	May not be present
11	CLI(s) restricted call 1?	Must be provided if known	To highlight whether the caller marked the CLI(s) as restricted so people are aware that it must not be released to the called party
12	What was displayed call 1?	Useful	Help to diagnose problems
	Outgoing route identity call 1	Essential	Helps the tracing, but has to be meaningful to both parties
	Repeat above for n calls		Max n = 10
13	Ofcom/ICO contact number	Essential	Specific duty and not a general number
14	Downstream CP contact number	Essential	Specific duty and not a general number; is provided so the recipient of the request can open a dialogue directly with the CP that indicated they received the call from them to determine additional information
15	Date and Time Of Request	Useful	

7.4.2   Response Upstream CP to Ofcom/ICO

This will depend on whether the upstream CP is a transit CP or the originating CP and is set out in the tables below.

Table when 7.4.2.a - information where CP is the originator of the call

	Information	Status	Comment
1	Identity of originating CP	Essential	
2	Unique reference for the request	Essential	Same value as provided in the request
3	Called party's number call 1	Essential	Key identifier for the call. Note that this must include the porting prefix if the call was ported in to the terminating CP
4	Presentation Number call 1	Essential if present	
5	Call outcome call 1	Essential	Result (answered or not?)
6	Start date of call 1	Essential	Key identifier for the call
7	Start time of call 1	Essential	Key identifier for the call
8	Duration of call 1	Essential	Key identifier for the call
9	Calling party Network Number call 1	Essential	
10	Reseller contact details call 1	Reseller and/or customer contact details are essential	Address, contact number, email or N/A
11	Customer contact details call 1	Reseller and/or customer contact details are essential	Address, contact number, email or N/A
12	What type of Presentation Number service does the customer have if any call 1	Essential	If the service is NP or UPVP the CP should confirm that the PN is valid for the caller.
13	Has the customer/reseller been contacted or will they be contacted call 1	Essential	If the originating CP contacts the customer/reseller they can notify Ofcom/ICO if the problem has been resolved or not
	Repeat above for n calls		Max n = 10
14	Originating CP contact number	Essential	Specific duty and not a general number
15	Date and Time Of Response	Useful	

Table 7.4.2b: Information when CP is a Transit for the call

	Information	Status	Comment
1	Identity of Transit CP	Essential	
2	Unique reference for the request	Essential	Same as in the request
3	Outgoing called party's number call 1	Essential	Key identifier for the call.
4	Incoming called party's number call 1	Essential	Key identifier for the call. Note this might be different to the outgoing called party number
5	Call outcome call 1	Essential	Result (answered or not?)
6	Start date of call 1	Essential	Key identifier for the call
7	Start time of call 1	Essential	Key identifier for the call
8	Duration of call 1	Essential	Key identifier for the call
9	Outgoing calling party number (Network Number) call 1	Must be provided if known	May not be present
10	Incoming calling party number (Network Number) call 1	Must be provided if known	May not be present Note this might be different to the outgoing calling party number
11	Outgoing Presentation Number call 1	Must be provided if known	May not be present
12	Incoming Presentation Number call 1	Must be provided if known	May not be present Note this might be different to the outgoing presentation number
13	CLI(s) restricted call 1?	Must be provided if known	To highlight whether the caller marked the CLI(s) as restricted so people are aware that it must not be released to the called party
14	Incoming route identity call 1	Useful	Helps the tracing, but has to be meaningful to both parties
15	Upstream CP Identity call 1	Essential	
16	Outgoing route identity call 1	Useful	Helps the tracing, but has to be meaningful to both parties
17	Downstream CP identity call 1	Essential	
	Repeat above for n calls		Max n = 10
18	Transit CP contact number	Essential	Specific duty and not a general number
19	Date and Time Of Response	Useful	

8   Timescales and Timing for Call Tracing

8.1   Notification from the Terminating CP to Ofcom/ICO

The maximum time between the terminating operator receiving customer complaints and providing this information to Ofcom/ICO should be three working days; this is to ensure that call data from upstream networks to aid call tracing is still available.

8.2   Request From Ofcom/ICO to terminating CPs

Where possible, the maximum time between a nuisance call being made and Ofcom/ICO requesting information from terminating CPs regarding that call should be three working days.

8.3   Response Time to Requests from Ofcom/ICO to CPs

The maximum number of call trace requests that a CP is required to accept in a working day is ten. The maximum response time to a trace request from Ofcom/ICO shall be three working days.

8.4   Search Duration

It is recognised that the time of a call provided by a customer to Ofcom/ICO might not be accurate and hence the Stage Zero call trace request from Ofcom/ICO to the terminating CP will have to be for a search duration (or window) in order to accommodate this inaccuracy. Hence Ofcom/ICO will state the date and time for the trace to start and additionally the duration for the search. Ofcom/ICO will endeavour to specify a search duration of less than 6 hours, with the maximum allowable duration being 24 hours.

8.5   Timings

All times provided should be local time unless stated to be otherwise.

The start and end times of calls will be slightly different across the networks in the call path due to the time that a call takes to traverse a network. Hence the start and end times reported by CPs to Ofcom/ICO should be the times as seen at the ingress of a call to their network in order that Ofcom/ICO can provide the upstream CP with the most accurate time of egress from their network.

9   Data Protection

CPs must comply with the provisions of the Privacy and Electronic Communications (EC Directive) Regulations of 2003[3]. It is an individual CP matter to satisfy themselves of their compliance to this legislation. However, attention is drawn to Regulation 15, where clause 3 states that CPs may make available to a person with a legitimate interest data containing the identity of a calling subscriber, where a subscriber has requested the tracing of a malicious or nuisance call.

Annex A (Normative): Forms for Exchanging Data

Please see associated spreadsheet.

History

Document history		
V1.1.1	6/12/2013	First issue after NICC Consensus Approval
V2.1.1	17/11/2014	Second issue following updates resulting from the Ofcom trial and editorial corrections