



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Tackling Nuisance Communications ComReg's Do Not Originate service update

Information Notice

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Commission for Communications Regulation

1 Lárcheantar na nDugaí, Sráid na nGildeanna, BÁC 1, Éire, D01 E4X0.
One Dockland Central, Guild Street, Dublin 1, Ireland, D01 E4X0.
Teil | Tel +353 1 804 9600 Suíomh | Web www.comreg.ie

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1 Introduction

Telephone communications are essential to our everyday lives, from calling our family and friends, to calling organisations for services and products but recent times has seen a marked increase in scam calls and texts.

As a consequence, consumers are being defrauded of money but are also being inconvenienced, confused, and threatened by these bogus calls and texts. Consumers are also being manipulated into providing sensitive personal information, such as Personal Public Service numbers and banking information.

One simple and swift measure to protect consumers is for telecoms operators to block phone calls that are known to be fake. This is where ComReg's Do Not Originate service can help.

Many organisations have phone numbers that are never used for making calls. These are typically phone numbers that consumers call for information (e.g. a call centre) or to report an issue (e.g. lost credit card). Typically, these are "*inbound-only*" phone numbers as they are only used for inbound calls to an organisation and are never used for making calls to consumers or end users.

Fraudsters sometimes make calls that look like they originate from these numbers to deceive consumers into answering the calls and trusting the caller. This is known as "spoofing". Consumers may recognise the number as one associated with a trusted source and may answer it, sometimes resulting in financial loss.

Compiling a list of these numbers and requesting telecoms operators to block calls that pretend to originate from them lessens the problem. This list is called the "Do Not Originate" or "DNO" List.

ComReg launched DNO in October 2022, with updates being provided to participating telecoms operators monthly.

What is the Do Not Originate List?



The Do Not Originate (DNO) List is a simple and effective measure to protect consumers and organisations from phone scams.



Many organisations have phone numbers that are never used for making calls to customers. These are typically phone numbers that consumers call for information or to report a problem. They are known as inbound-only phone numbers.



Businesses can add their inbound-only numbers to the DNO List to block scam calls using their numbers.

By introducing and implementing the DNO List on networks, telecoms operators will block scam calls on the numbers.

Such calls will therefore not be routed to consumers, protecting them from attempted fraud.



For more information, see www.comreg.ie/dno

2 DNO Use

Do Not Originate is a *free* service, administered by ComReg and open to *all* businesses and organisations for example financial institutions, postal and parcel delivery services, An Garda Síochána, Revenue, HSE etc.

Several national organisations have led the way and have commendably adopted DNO in the very best interests of those they serve. Others can follow suit and ComReg is available to assist and support in this regard.

With the support of the telecommunications industry over 5,000,000 fraudulent calls have been blocked already.



ComReg encourages customer focused businesses and organisations to participate. DNO membership is easy and straight forward. For further information and details click on the following links:

[ComReg Document 22/86 Do Not Originate – Service Description](#)

[ComReg Document 22/86a Do Not Originate - Application Form](#)

3 Industry Support

The DNO service has the full support of Irish carriers and as of March 1st 2023 is **active** on the following networks:



Other operators are working hard and plan to activate the DNO service in the coming weeks.

