



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Nuisance Communications

Scam Call Interventions Update

Information Notice

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Commission for Communications Regulation

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Background on ComReg’s work to combat scam calls

ComReg is the statutory body responsible for the regulation of the electronic communications (telecommunications, radiocommunication and broadcasting networks), postal and premium rate sectors in Ireland, in accordance with European Union (“EU”) and Irish Law. ComReg also manages the national numbering resource, among other responsibilities.

In April 2024¹, and following a period of consultation², ComReg mandated five voice interventions to combat scam calls³, (Table 1). This was informed by the advice of expert advisors and submissions from organisations in the communications and financial industry.

Implementation of the interventions

ComReg oversees the implementation of the interventions through its industry forum, the Nuisance Communications Industry Forum (“NCIF”)⁴. From October 2024, four of the five⁵ voice interventions (1-4) mandated in April 2024 have been in effect (see Table 1).

Table 1: Overview of the interventions from Document 24/24

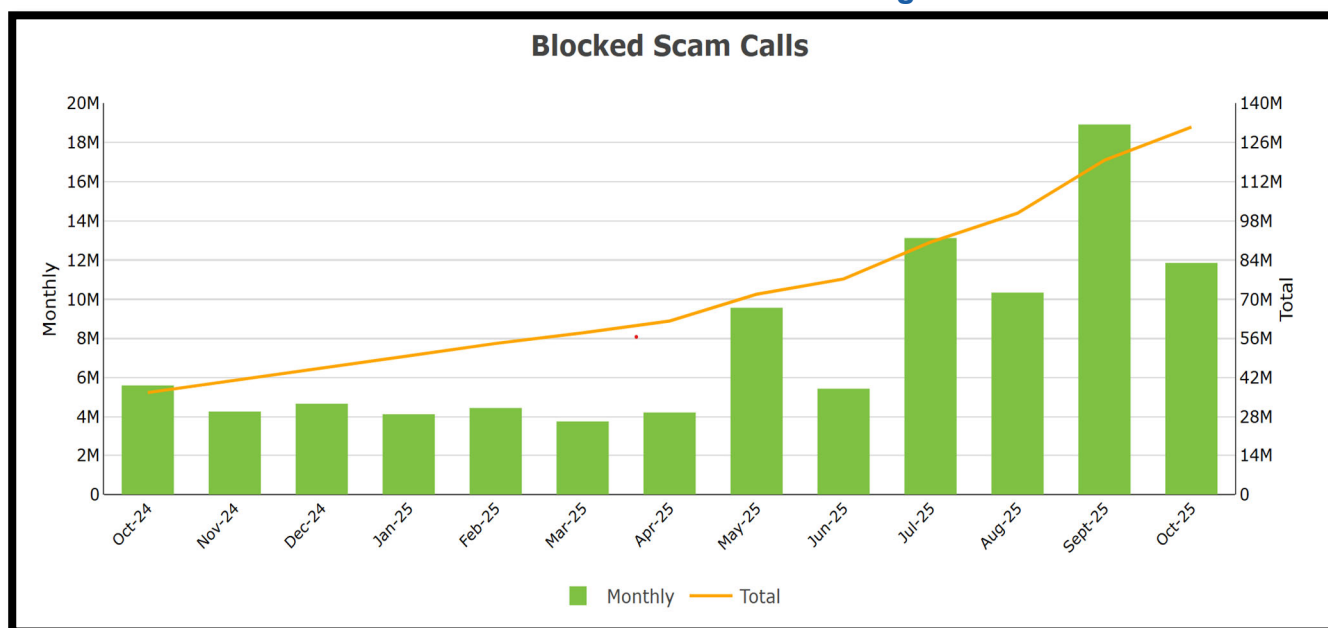
Intervention	Effect
1. Do-Not-Originate List (DNO)	Allows businesses and organisations to secure their numbers by blocking numbers not used to contact consumers.
2. Protected Numbers (PN) List	To stop fraudsters using phone numbers that have not been allocated to a telecoms operator prior to entering service.
3. Fixed CLI ⁶ Call Blocking	To stop fraudsters abroad spoofing Irish geographic numbers (e.g., 01-) to make scam voice calls.
4. Mobile CLI Call Blocking	To stop fraudsters abroad spoofing Irish mobile numbers to make scam voice calls.
5. Voice Firewall	To block scam calls if they arise (i.e., Ireland or abroad) and protect against future more sophisticated scams.

From February 2023 to October 2025 these four interventions have blocked over **131 million scam calls**⁷. In October 2024, the 4 interventions became mandatory with reporting of blocked calls also obligatory. Resulting from this, the blocking figures sharply increased demonstrating the need for and the effectiveness of these interventions (Figure 1).

The volume of blocked calls varies across the year, rising and falling in line with scammer *campaign* activity e.g. **over 18 Million calls** were blocked in September 2025 alone.

¹ [Combatting scam calls and texts: Response to Consultation on network-based interventions to reduce the harm from Nuisance Communications | Commission for Communications Regulation](#)
² [Nuisance Communications | Commission for Communications Regulation](#)
³ ComReg also mandated a further intervention in relation to SMS text messages called SMS Sender ID which is currently being implemented. Further information on this intervention can be found at SMS Sender ID Registry | Commission for Communications Regulation
⁴ This comprises of three separate industry working groups - one each for implementing the SMS (50 members) and Voice interventions (19 members), and a steering group to coordinate issues.
⁵ The 5th intervention (Voice Firewall) will go live in Q1 2026
⁶ CLI – Calling Line Identification, the number presented or displayed to the person receiving the phone call. Note: this may or may not be the actual number of the calling party.
⁷ Blocking and reporting became mandatory in October 2024 as a result of the Decision Instruments in Document 24/24, but certain operators that implemented their interventions reported figures on a voluntary basis from February 2023.

Figure 1: Blocked Scam Calls



All of the interventions has contributed to this success and ably demonstrates why a multi-layered defence is essential to combat scammers; each intervention blocks scam calls in different ways, but it is their collective impact that is critical to protecting consumers.

As a result, Irish consumers are now receiving far fewer scam calls, which should result in reduced instances of financial loss and emotional harm and distress.

ComReg appreciates the support of industry and its collective engagement through the NCIF in delivering these vital consumer protections.

Next steps

Four of the five voice interventions outlined are now live and active. The remaining intervention – the critical Voice Firewall will be deployed in the first half of 2026. The impact of the Voice Firewall should provide an important defence against scam calls, notably including those which spoof *international* numbers. This is a dynamic intervention that uses advanced real time call data analytics and machine learning to detect and act upon unusual patterns of call signalling data, traffic volumes and call originating location.

ComReg will continue to work with industry to oversee the implementation and maintenance of existing and any new anti-scam interventions. Through ongoing monitoring and intelligence gathering, ComReg will also track scamming activities, thereby identifying trends and developing threats.

While regulatory interventions are critical in combatting scams, everyone has a role to play. **Consumers should remain vigilant**, recognising that awareness and caution are key to scam prevention. ComReg continues to advise the public to be prudent with **all calls and SMSs** that they receive, and avoid clicking on or using URLs and/or providing personal information, such as bank details, PPS numbers, or credit card details. For more information on what you can do and ComReg's activities to combat scam calls and messages, visit <https://www.comreg.ie/industry/electronic-communications/nuisance-communications/>.

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