

PRESS RELEASE / OCTOBER 2024

Introduction of blocking measures to combat scam calls with Maltese numbers

The Malta Communications Authority (MCA) reminds that, starting from 1 November 2024, technical measures are scheduled to be activated by local network operators to block calls from reaching Malta from abroad where the Caller ID is a Maltese number starting with '+356 1', '+356 2' or '+356 8'. Moreover, additional filtering will take place to block calls with invalid or prohibited Maltese numbers. These measures may also have an impact on users of internet- or cloud-based communications solutions who place calls with Caller IDs starting with these prefixes.

These measures follow a public consultation process launched by the MCA in 2023 and became mandatory following a decision notice published in April 2024. The measures will filter out potential scam calls reaching Malta from abroad.

Following the publication of this decision, the MCA immediately embarked on an extensive campaign to raise awareness with the general public, and amongst users of internet- or cloud-based communications solutions that may be affected by the new blocking measures. Local telephone providers were also required to notify all their telephony subscribers individually.

Businesses and other entities who make use of internet- or cloud-based communications solutions to place calls with Caller ID set to a Maltese number starting with '+356 1', '+356 2', or '+356 8' are still urged to ensure that their solutions are provided by compliant service providers. Otherwise, from 1 November 2024, all such calls towards Maltese numbers would be blocked.

Users of such solutions may verify whether their solution will be affected by placing a call from such solution towards +356 2400 2400. Testing is only necessary for solutions that use Maltese numbers starting with the prefix '+356 1', '+356 2', or '+356 8' as the Caller ID. Users calling from a solution that will not be impacted will hear an announcement that their service provider is locally authorised with the MCA. On the other hand, if the call fails to connect, or generates an announcement that the number is invalid or does not exist, such users should reach out to the provider of the respective internet- or cloud-based communications solution to seek assistance.

More information on the MCA's activities related to combating scam calls, or on the forthcoming blocking measures, may be found in the respective FAQs on the MCA's website www.mca.org.mt/consumer/faqs. Alternatively, reach out to the MCA on +356 2133 6840 or via email on numbering@mca.org.mt or customercare@mca.org.mt.