

## Your response

Question	Your response
<p><b>Question 1: Do you have any comments on the suggested measures set out in Section 3?</b></p>	<p><i>Is this response confidential? – <del>Yes</del> / No (delete as appropriate)</i></p> <p>The due diligence checks set out in Section 3 are very useful, practical guides that will be very helpful.</p>
<p><b>Question 2: Have you used any other due diligence checks that you think would be beneficial if adopted across the industry?</b></p>	<p><i>Is this response confidential? – <del>Yes</del> / No (delete as appropriate)</i></p> <p>No, I haven't used any other due diligence checks, but I think there's a case for either Ofcom or Action Fraud to have a list of individuals who've been involved in telephone fraud before and share this list with the providers.</p>
<p><b>Question 3: Do you have any comments on the suggested measures set out in Section 4?</b></p>	<p><i>Is this response confidential? – <del>Yes</del> / No (delete as appropriate)</i></p> <p>The suggested measures are good and I also think that if a provider has concerns that a business customer is failing to comply with its obligations, it should raise those concerns with Ofcom as well as with that business customer. That would prevent a business customer whose numbers have been withdrawn by one provider just transferring to another provider, which would take some time to find out and withdraw their numbers, by which time that business customer would be with yet another provider.</p>
<p><b>Question 4: Have you used any other ongoing checks to ensure compliance that you think would be beneficial if adopted across the industry?</b></p>	<p><i>Is this response confidential? – <del>Yes</del> / No (delete as appropriate)</i></p> <p>No, I haven't used any other ongoing compliance checks.</p>
<p><b>Question 5: Do you have any comments on the suggested measures set out in Section 5?</b></p>	<p><i>Is this response confidential? – <del>Yes</del> / No (delete as appropriate)</i></p> <p>I think they're good and I also think that Ofcom could play more of a role in supporting providers, especially smaller providers, to identify and deal with number misuse.</p>

Please complete this form in full and return to [scamsconsultations@ofcom.org.uk](mailto:scamsconsultations@ofcom.org.uk).