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The lack of a reliable, easy, comprehensive & useful system of reporting for customers to their provider & to ACMA is a glaring omission from DR CA C661:2022.

There needs to be public buy in to this in order for it to actually be useful & actually work for the people that matter - the customers!

eg. Currently the ACMA SMS report number cannot easily be sent the originating number of a SCAM SMS.

Sites like <https://www.reverseaustralia.com/> need to be encouraged & used by Carriers, Communications Alliance & ACMA to increase the buy in & analyse their data.

The customers need to be able to SEE that their submissions/reporting is having an effect by having either a public list of currently blocked numbers &/or a report of activity undertaken to curb SCAMs by responsible entities, which means Carriers, Communications Alliance & ACM.

I should also say that there needs to be public registers of 13/1300/1800/1900 numbers & who they are "owned by".

As well as in the case of SMS a similar public register for Alphanumeric Sender IDs & who owns them.