Bandwidth Compliance Newsletter

GENERAL COMPLIANCE

KYC: What is it and why is it needed? How is it benefitting your business?

KYC (Know Your Customer) is a set of processes aimed at verifying and confirming the identity of the end user, ensuring they are indeed who they claim to be.

As fraudulent and nuisance calls have evolved, regulators around the world are implementing requirements and controls in an attempt to eliminate the threat of costly fraud on your network.

Adherence to local regulations as well as complying with the requirements and controls put in place by regulators is crucial to maintain trust, prevent fraud, and avoid costly sanctions.

Typical sanctions that non-compliant telecom companies may face are:

- Fines and penalties imposed by regulatory authorities
- Suspension or revocation of licenses
  - This could lead to damage to reputation and loss of customers as well as legal actions and lawsuits from affected customers
- In extreme cases, imprisonment of responsible individuals

Some recent sanctions we have been made aware of are:

In Luxembourg, failure to comply with IRCOM (end user reporting repository mandated and maintained by the Luxembourgish regulator) requirements has led to the ILR issuing fines of 10.000 - 50.000 EUR at a time.In some cases, licenses have even been revoked. KYC is an integral component of IRCOM compliance, as it would be impossible to reach and maintain compliance there without first having collected and vetted your end user details.

In Germany, similar fines and actions have been ordered by the local regulator, BNETZA, towards non-compliant operators. KYC verification is required as per the TKG, but also to meet KDAV (end user reporting repository mandated and maintained by the German regulator) requirements.

Sturdy and consistent KYC processes help protect your organization and your customers from not only bad actors themselves, but also the consequences that follow in the wake of enabling bad actors to operate over communications networks.

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Germany

In order to offer public communications services in Germany, you first need to be registered as a notified operator with the country's regulator, BNETZA.

This is necessary in order to activate inbound and/or outbound services with us.

For your convenience, we have a guide on How to Notify as an Operator in Germany in our help center.

We'd also like to remind you of the following items:

National Call Routes:
If you have any Geographic German phone numbers on your account that are being used to make calls to other numbers within Germany, they need to be enabled for **National Outbound**, so that they are passing over the National call route for these calls. German national calls that are incorrectly passing over international call routes will be blocked and flagged.

For information on how to configure your phone numbers for outbound calling, please refer to our Help Center.

Waiting Loops:
BNetzA (the German regulatory office for telecommunications) has updated its opinion of a **Waiting Loop** call to include the following:

- *outside of office hours messages (i.e. where customers call a business and they hear a message stating that the office/line is closed for the day and informing them when the line will be open again)*

For more information on Waiting Loops in Germany please refer here.

Finland

In order to offer public communications services in Finland, you first need to be registered as a notified operator with the country's regulator, the Finnish Transport and Communications Agency (TRAFICOM).

This is in accordance with the Electronic Communications Act (ECA) and its implementation orders.

According to TRAFICOM, "the notification obligation applies to operators engaged in public telecommunications. The obligation is thus not limited to commercial companies, but also extends to other providers of communications and network services." If you offer electronic communication services in Finland, we ask that you notify with TRAFICOM by **April 30, 2024** to avoid any disruption with your services in Finland.

For your convenience, we have a guide on How to Notify as an Operator in Finland in our Help Center. Please note that it is also your obligation to have the end-user information on file, it doesn't have to be passed on to Bandwidth but needs to be stored in your own database. This is required in case TRAFICOM requests this information from you directly.

UK

In an effort to reduce spoofed and nuisance calling, the UK regulator, Ofcom, announced that operators must block calls from outside the UK that are using UK fixed Line numbers as their CLI. If you have any Geographic UK phone numbers on your account that are being used to make calls to other numbers within the UK, you must configure them for National Outbound so that they are passing over the National call route.

You can also check out Countries with National Outbound Requirements for more information.

For additional information on best practices to help prevent the misuse of numbers OFCOM has published this guide.

Spain

The CNMC has recently announced changes to their sub-allocation requirements. In addition to holding a relevant CNMC Authorisation (i.e. having notified to the CNMC), it is now mandatory for resellers and their numbering supplier to sign a Joint Declaration for suballocation before releasing numbers to the reseller. This Joint Declaration (hereinafter: Model 7 Agreement) is provided by CNMC in the announcement and must be jointly signed by Bandwidth and reseller and filed with the CNMC.

When notifying with the CNMC, be sure to include the types of numbers you have provisioned on your account such as Reventa de servicios vocales Fijo (geographic) (Toll free is considered part of geographic) or Reventa de servicios vocales: Vocal Nómada (nomadic/national). In order for the numbers to be compliant, you must notify each number type.

Please note that any number type that is not listed for that reseller in the CNMC database will not be allowed to be purchased or continue to remain on account after **June 3, 2024**.

REMINDERS

If you have already met these requirements, please kindly disregard.

Australia

As a reminder, the Australian Communications and Media Authority (ACMA) introduced the [Reducing Scam Calls and Scam SMS Industry Code](#) (The Code) effective April 1, 2021. The revised version of the Code took effect June 30, 2022.

The Code is designed to set out processes for identifying, tracing, blocking, and otherwise disrupting scam calls and SMS in Australia. It places obligations on Carriers and Carriage Service Providers (C/CSPs) to take steps to reduce scam calling and scam SMS.

More information can be found [here](#).

Israel

In order to use Israeli services and be assigned Israeli numbers, you must comply with local address requirements. In order to do so, you must provide the required end-user information for LAR verification.

The end-user is the final user of the telephony service, or the user responsible for making and/or receiving phone calls. In the event that you are a direct customer, your company would be the end-user. If you are a reseller of telecommunication services in Israel, your customer would likely be the end-user.

For your convenience, we have a guide on [What End-user Information Needs to be Provided for LAR Verification in Israel](#) in our Help Center.

Portugal

In order to offer public communications services in Portugal, you must be registered as a notified operator with the country's regulator, the Autoridade Nacional de Comunicações (ANACOM). This is in accordance with the Electronic Communications Law (ECL) and its implementation orders. In addition to notifying the regulator, the signing of a contract between the holder (Voxbone now Bandwidth, Inc.) and the beneficiary (you) is required for receiving sub-allocated numbers.

For your convenience, we have a guide on [How to Notify as an Operator in Portugal](#) in our Help Center.

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Norway

In order to offer public communications services in Norway, you first need to be registered as a notified operator with the country's regulator, the Nasjonal kommunikasjonsmyndighet (Nkom). This is in accordance with Section 1-2 of Norway's Electronic Communications Regulations.

For your convenience, we have a guide on How to Notify as an Operator in Norway in our Help Center.

Turkey

If you are a telecommunication service provider operating in the Turkish market, you need to comply with the local address requirements. This means it is your obligation and responsibility to keep the end-user information and addresses accurate for the Services in Turkey at all times. The end-user is the final user of the telephony service, the user responsible for making and/or receiving phone calls.

More information can be found here.

Singapore

In order to combat the scam SMS traffic sent to Singapore mobile numbers, the Infocomm Media Development Authority (IMDA) requires that all businesses that send SMS to Singapore mobile users register their Sender IDs with the Singapore SMS Sender ID Registry (SSIR) by **July 31, 2023**. The registry is operated by the Singapore Network Information Centre (Sgnic), a subsidiary of the IMDA.

For example, if you or your customers are using **alphanumeric Sender IDs** to send messages to Singapore mobile users, the required Sender IDs will need to be reserved via the SSIR portal. Please, note that the Sender IDs should be reserved by the merchant or company owning the name and wishing to use it to send messages.

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