ITU/PITA Capacity Development Workshop on Number Misappropriation and Telecom Fraud

11-13 April 2018

Fiji

Supported by

CONTEXT

Telephone number misappropriation is an ongoing issue, and especially for Pacific Island countries, despite a number of efforts to counter the problem. The issue is often amplified for Pacific Island administrations as their telecommunication operators are not aware of misappropriation occurring until they are told by an international operator or user.

The response from many of the world's mobile and fixed operators to the issue was to block the Country Code of Island operators. The impact on the Island operators and residents once their country code was blocked did have a number of negative consequences including:

- island residents travelling abroad being unable to call home;

- family and friends living outside the blocked island unable to call that location;

- travellers not coming to the Islands for holidays or conferences because they could not roam;

- a reluctance by some operators to negotiate roaming agreements with Island operators; and

- a direct impact on the fragile Island economies who rely on tourism for employment and income.

In 2014, the World Telecommunications Development Conference 2014 passed Resolution 78 "Capacity building for countering misappropriation of Recommendation ITU-T E.164 telephone numbers" that required actions by the ITU/BDT to address the issue of number misappropriation.

In 2016, with assistance from the Australian Government, ITU initiated a project on *"Capacity Building for Countering Misappropriation of Telephone Numbers in Pacific Island Countries"*. The project is aimed to strengthen the capacity to understand and combat misuse of national telephone numbering resources in the Pacific Island Countries by enhancing telephone numbering management practices and sharing information.

Specific objectives are:

- to review and validate the previous ITU study i.e. ICB4PAC report and recommendations, to determine whether the issues are still relevant and to understand current barriers to implementation of the recommendations;

- to develop best practice and guidelines for Pacific Island Member States to counter Number Misappropriation; and

- to help prepare papers/reports to be submitted to or presented at relevant APT and ITU meetings, ITU study group(s), and Pacific forums.

The project is expected to deliver,

1. Report on number misappropriation assessment for the Pacific;

2. Best practice and guidelines for tackling the number misappropriation in the Pacific region;

3. Training workshop as part of capacity building.

ITU/PITA WORKSHOP

In collaboration with the Pacific Islands Telecommunications Association (PITA) and with assistance from the Australian Government, the ITU is organizing "ITU/PITA Capacity Development Workshop on Number Misappropriation and Telecom Fraud" to be held in Fiji during 11-13 April 2018. The workshop will be preceded by PITA Mobile Roaming Workshop for Pacific on 9-10 April 2018.

Objectives of the ITU/PITA Workshop are to,

- Present findings and recommendations resulting from ITU study on:

  o An update of the numbering management practices in the Pacific Islands Countries and its application to countering Numbering Misuse;

  o Best practices to manage ITU-T Recommendation E.164 Telephone Numbers;

- Gather feedbacks from relevant stakeholders to finalize the two reports above;

- Strengthen capacity of national regulatory authorities and the industry to combat misuse of national telephone numbering resources in the Pacific Island Countries;

- Raise awareness about telecom frauds and ways to tackle the issues.

TARGET AUDIENCE

The workshop targets those organizations/individuals dealing with telephone numbering management and telecom frauds. These may include but not limited to:

- National telecommunication regulatory authority

- Ministry/Department of information and communication technology

- Representatives from Pacific Island Law Enforcement Agencies who have a specific interest or responsibility for Telecom Fraud

- Telecom operators, ISPs, service providers

- International and regional organizations

- Individuals working on related issues, academia and researchers

Day 1 – Wednesday 11 April 2018

0800   -   Registration opens

0800-0900:   Arrivals, Welcome and Traditions

0900-1000:   Opening Session and Ceremony, Welcome address (ITU/PITA)

1000-1030:   **Morning Tea**

1030-1200:   **Keynote Presentations**

Number Misappropriation – Pacific Islands

This session will provide an understanding of the current numbering misuse problem in the Pacific, who the IPRN Providers are, and how do they operate, how does number hijacking work etc. Details will be provided on what levels of Pacific Island numbers are being advertised without authority by number providers during the first quarter of 2018, and who is advertising them.

Colin Yates – PITA Fraud Adviser

International Traffic Routing

This session will examine how international traffic routing, particularly automated least cost routing tools, contribute to the number misappropriation problem. We will also discuss the challenges of identifying where in the call routing a 'Hijack' has occurred, and how payments make their way to the fraudster.

Speaker to be identified from TNZI

1200-1330**:**   **Lunch**

1330-1500**:**   **Keynote Presentations**

ITU Study on Number Misappropriation in the Pacific

ITU consultant will present findings of the first report i.e. *"An update of the numbering management practices in the Pacific Islands Countries and its application to countering Numbering Misuse"*.

Phil Rushton, ITU Consultant & ITU Study Group 2 Chairman

Reviewing results from the project questionnaire distributed as part of the Capacity Building Project

This speaker will review the results of the survey sent out in mid-2017, and outline the conclusions that have been reached as a result of this analysis.

Stu Davies, PITA Consultant

1500-1530:   **Afternoon Tea**

1530-1700:   **Keynote Presentations**

An overview of the ITU-T Study Group 2

This speaker will provide an overview of ITU-T SG2 and what recommendations they are pursuing that could assist the Pacific Island number misappropriation threat.

Panel Session

This panel will take questions from the audience regarding any areas of number misappropriation that require further information of understanding. Panellists will include Colin Yates, Phil Rushton and (TNZI speaker on international routing.)

Moderator: TBA

End of Day 1.

Day 2 – Thursday 12 April 2018

0900-1030**:**   **Keynote Presentations**

Ongoing action to limit number misappropriation in Pacific

These speakers will present about the second report of ITU i.e. *"Best practices to manage ITU-T Recommendation E.164 Telephone Numbers"* and outline the actions that are being taken on behalf of some of the Pacific Island Operators, who are consistently facing the misappropriation of their assigned number ranges. This is long and challenging process that requires constant monitoring.

Current assistance provided by external agencies regarding the Number Hijack risk

Hear what external agencies such as Europol and other Law Enforcement Agencies are doing to help investigate the 'Organised Crime' aspects of Number Misappropriation, and the use of these numbers for International Revenue Share Fraud (IRSF). We will also discuss what other industry forums such as the GSMA, i3 Forum, CFCA etc are doing to help manage the problem.

1030-1100:   **Morning Tea**

1100-1230:   **Panel Sessions**

Panel 1.

Hear from 4 of the regions Telecom Regulators regarding their views of the impact of number misappropriation on their home Island and how they would like to see this issue managed.

Panellists to be advised but recommend representatives from Nauru, Tonga, Samoa and Kiribati

Panel 2.

Hear from 4 of the regions telecom CEO's (or Exec members) regarding the impact on their organisations from number misappropriation, and how they would like to see the issues managed

Panellists to be advised but recommend Cook Islands, Niue, Tokelau and PNG

1230-1400:	**Lunch**
1400-1530:	**Keynote Presentations**

Working Group

Breaking in to work groups of 6-8 people, discuss the output from the Number Misappropriation Survey and provide recommendations on what actions should be pursued to lift the knowledge of number misuse within the Pacific region.

Moderator to be advised

1530-1600:	**Afternoon Tea**
1600-1730:	**Panel Session**

Panel 3.

This Panel will receive thoughts and questions from the working group participants and discuss these with a view to developing some documented outcomes from the meeting which PITA and the ITU can pursue.

Panel to be advised

End of Day 2.

Day 3 – Friday 13 April 2018

Fraud Forum Meeting

Specific emphasis on Capacity Building for Countering Misuse.

0800 -	Registration opens
0800-0900:	Arrivals, Welcome and Traditions
0900-1000:	Opening Session and Welcome address (Colin Yates, PITA Fraud Advisor)
	Review of agenda etc.

1000–1030:	**Understanding the global Fraud Landscape**

This session will update and discuss current and hot developments in the global Fraud and RA Issues, sharing information discussed at various recent Fraud Forums, along with the results of the 2017 CFCA Fraud Survey.

Colin Yates – PITA Fraud Adviser

1030-1100:	**Morning Tea**
1100-1230:	**Keynote Presentations**

PITA Fraud Forum Web Portal – A walk through

With the assistance of the ITU, we are in the process of developing a new PITA Fraud Forum Web Portal. This will be a secure portal accessed from the pita.org website. This session will explain the content of this portal and how this can be used to assist you in your day to day Fraud Management duties back in your home country.

Synthetic IDs: Great for Fraudsters, Bad for CSPs

A talk about how social networking and other digital data can be used to prevent and detect fraud and theft.

1230-1400: **Lunch**

1400-1530: **Working Session:**

Operator Fraud Reports to be submitted prior to meeting and these will be discussed in a group session to understand control weakness' that may have contributed to the fraud and any best practice that was or could have been implemented.

1530-1600: **Afternoon Tea**

1600-1730: **Presentation TBA**

Presentation TBA

End of Workshop.