

# **“CELULAR LEGAL” INITIATIVE: ACTIONS TO COMBAT THE USE OF FRAUDULENT MOBILE DEVICES**

**National Telecommunication Agency – ANATEL  
Planning and Regulation Superintendence**

July 2018



## Celular Legal Initiative - Summary

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- **Objective:** Incentive the use of regular devices, orienting the population on the benefits of the initiative and combat the use of fraudulent devices in the country (stolen, tampered, with irregular unique identifiers and not certified).
  - **CEMI Module – “Cadastro de Estações Móveis Impedidas”:** Block the use of stolen devices when requested by the user at the mobile operators or police.
  - **SIGA Module – “Sistema Integrado de Gestão de Aparelhos”:** Identify and block other type of fraudulent devices, such as tampered, cloned or irregular unique identifiers and non-certified devices.
  - **Participants:** Coordinate by Anatel, with the participation of mobile operators, GSMA, ABR Telecom (Technical solution operator), manufactures and Polices.



## Projeto Celular Initiative – Legal Provisions:

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- **All equipment's must be certified to be used on Brazil.**
  - » Art. 162, §2º, of “Telecommunication General Law – LGT” (Law n.º 9.472/97).
  - » Art. 20 of Anatel Certification Regulation (Res. n.º 242/00).
- **Operators must only activate certified equipment on their network.**
  - » Art. 10º, V, of Mobile Service Regulation – RSMP (Res. n.º 477/07).
- **Users must only use certified equipment's and cannot tamper with them.**
  - » Art. 4º, V, of Anatel Consumer General Regulation Regulation – RGC (Res. n.º 632/14).
- **Operators must combat fraudulent behavior on their networks.**
  - » Art. 77 of RSMP (Res. n.º 477/07).



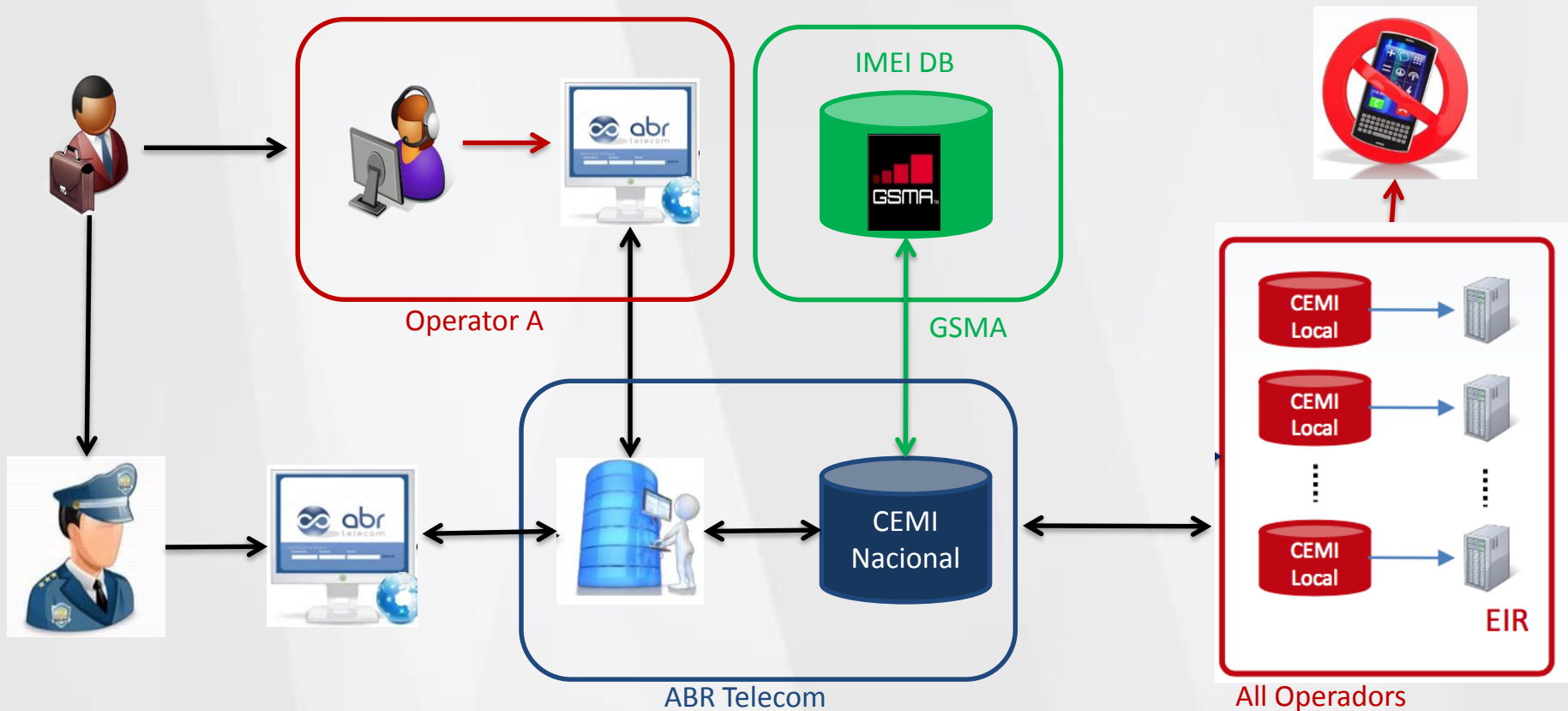
## Celular Legal Initiatives – Latest Actions :

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- **Combat of Stolen devices:**
  - User can request the block of stolen devices direct with the Police.
  - Police can request the block of cargo and stores stolen devices (IMEI required).
  - It's not necessary to provide the IMEI when the user request the block.
- **Combat of Tampered, invalid unique identifiers and non-certified devices:**
  - **Awareness Campaign by Abinee:** From September-November 2016, about the importance of suing only certified devices.
  - **Celular Legal Hotsite** - <http://www.anatel.gov.br/celularlegal>: Collect all the information regarding the initiative, including the status tool.
  - **Status Tool:** A tool that allow the enduser to verify, through the IMEI, if the terminal has any restriction (is stolen, has a tampered, cloned or invalid unique identifier).
- **Start of restrictive actions against fraudulent devices:**
  - February 2018: Start of restrictive actions, from feb/2018, against devices with tampered, cloned or invalid unique identifier.



## CEMI Workflow – Stolen devices.



- User can request the block of stolen devices direct with the Police.
- Police can request the block of cargo and stores stolen devices (IMEI required).
- It's not necessary to provide the IMEI when the user request the block.



## SIGA – Tampered, Cloned and invalid identifiers, non-certified devices.

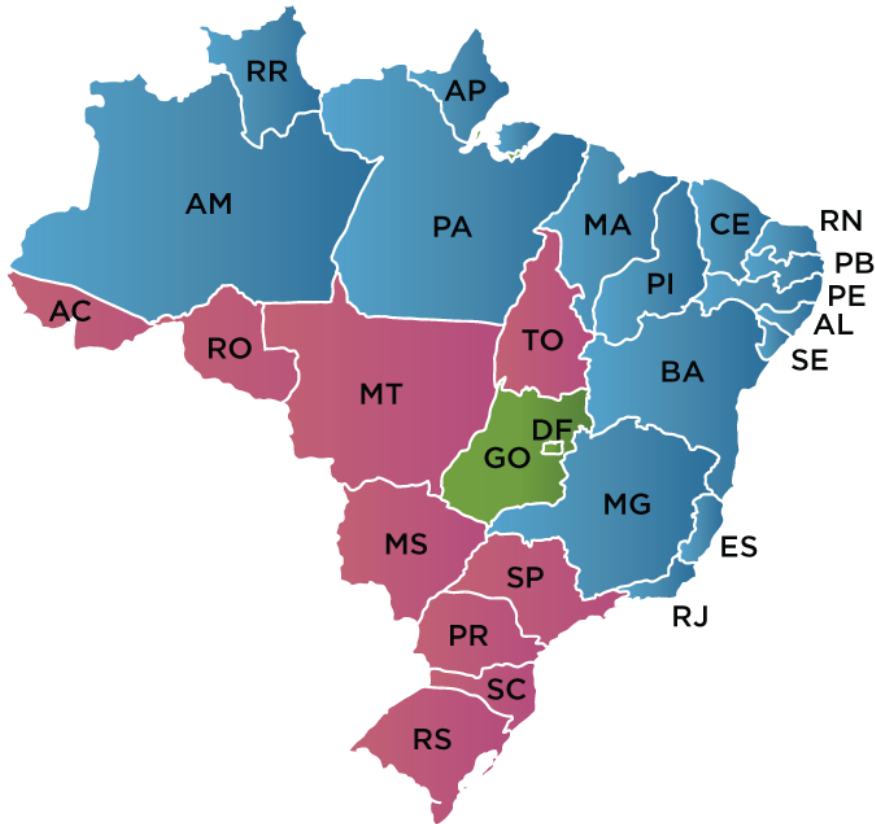
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- **Objective** : Identify and block other type of fraudulent devices, such as tampered, cloned or irregular unique identifiers and non-certified devices.
  - Complement CEMI, since it's able to identify stolen devices that were included on the black list but were tampered to come back to the market.
  - Active since march 2014, collection information from all national operators.
  - Based on CDRs collected from all operators, able to identify in less than 24h and fraudulent devices connected to the network.
  - The hot site "Celular Legal" has a tool that allow to check the status of a device based on IMEI. ([www.anatel.gov.br/celularlegal](http://www.anatel.gov.br/celularlegal)).
- **Start of restrictive actions against fraudulent devices:**
  - Start of restrictive actions, from feb./2018, against devices with tampered, cloned or invalid unique identifier.
  - New irregular devices activated on the network are notified by SMS (in 24h, 25d 50d 75d) and after 75 days the terminal is blocked.
  - Pilot started on feb./2018, with all country deployment until march 2019.
  - Irregular users activated before feb./2018 will no be blocked.



# SIGA – Tampered, Cloned and invalid identifiers, non-certified devices.

## IMPLEMENTAÇÃO DE BLOQUEIO DE CELULARES IRREGULARES



### *Códigos 61, 62 e 64*

#### **A partir de 22/FEV/2018**

Envio de SMS aos usuários destes estados detentores de aparelhos irregulares.

#### **A partir de 09/MAI/2018**

Bloqueio dos aparelhos irregulares.

#### **Entre 8/AGO e 22/SET de 2018**

Avaliação das medidas restritivas

*A medida vale para aparelhos irregulares habilitados a partir de 22/FEV/2018.*

### *Códigos 11, 12, 13, 14, 15, 16, 17, 18, 19, 41,42, 43, 44,45, 46, 47, 48, 49,51, 53, 54, 55, 63,65, 66, 67, 68 e 69*

#### **A partir de 23/SET/2018**

Envio de SMS aos usuários destes estados detentores de aparelhos irregulares.

#### **A partir de 08/DEZ/2018**

Bloqueio dos aparelhos irregulares.

*A medida vale para aparelhos irregulares habilitados a partir de 23/SET/2018.*

### *Códigos 21, 22, 24, 27, 28, 31, 32, 33, 34, 35, 37, 38, 71, 73, 74, 75, 77, 79, 81, 82, 83, 84, 85, 86, 87, 88, 89, 91, 92, 93, 94, 95, 96, 97, 98, 99*

#### **A partir de 07/JAN/2019**

Envio de SMS aos usuários destes estados detentores de aparelhos irregulares.

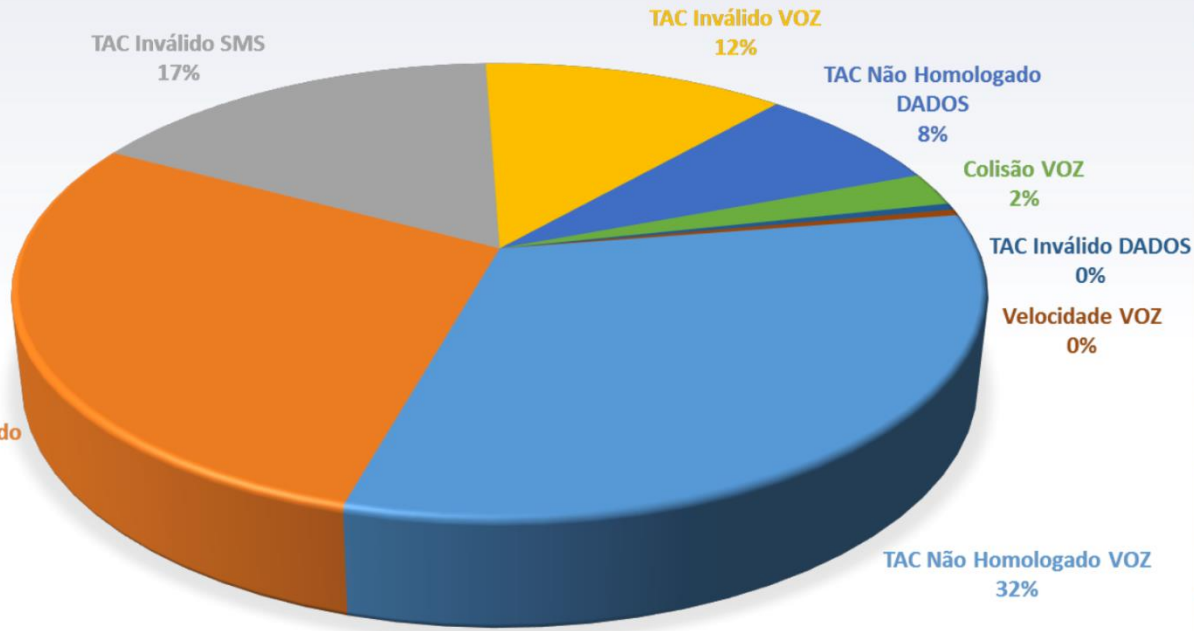
#### **A partir de 24/MAR/2019**

Bloqueio dos aparelhos irregulares.

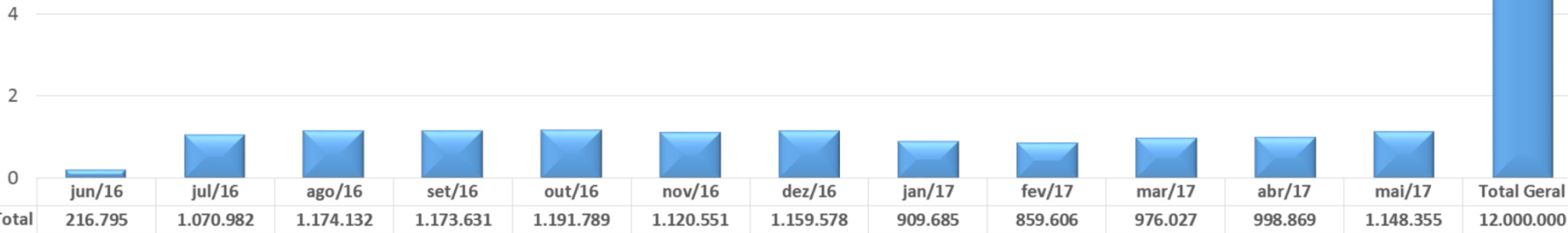
*A medida vale para aparelhos irregulares habilitados a partir de 07/JAN/2019.*



# SIGA – Statistics



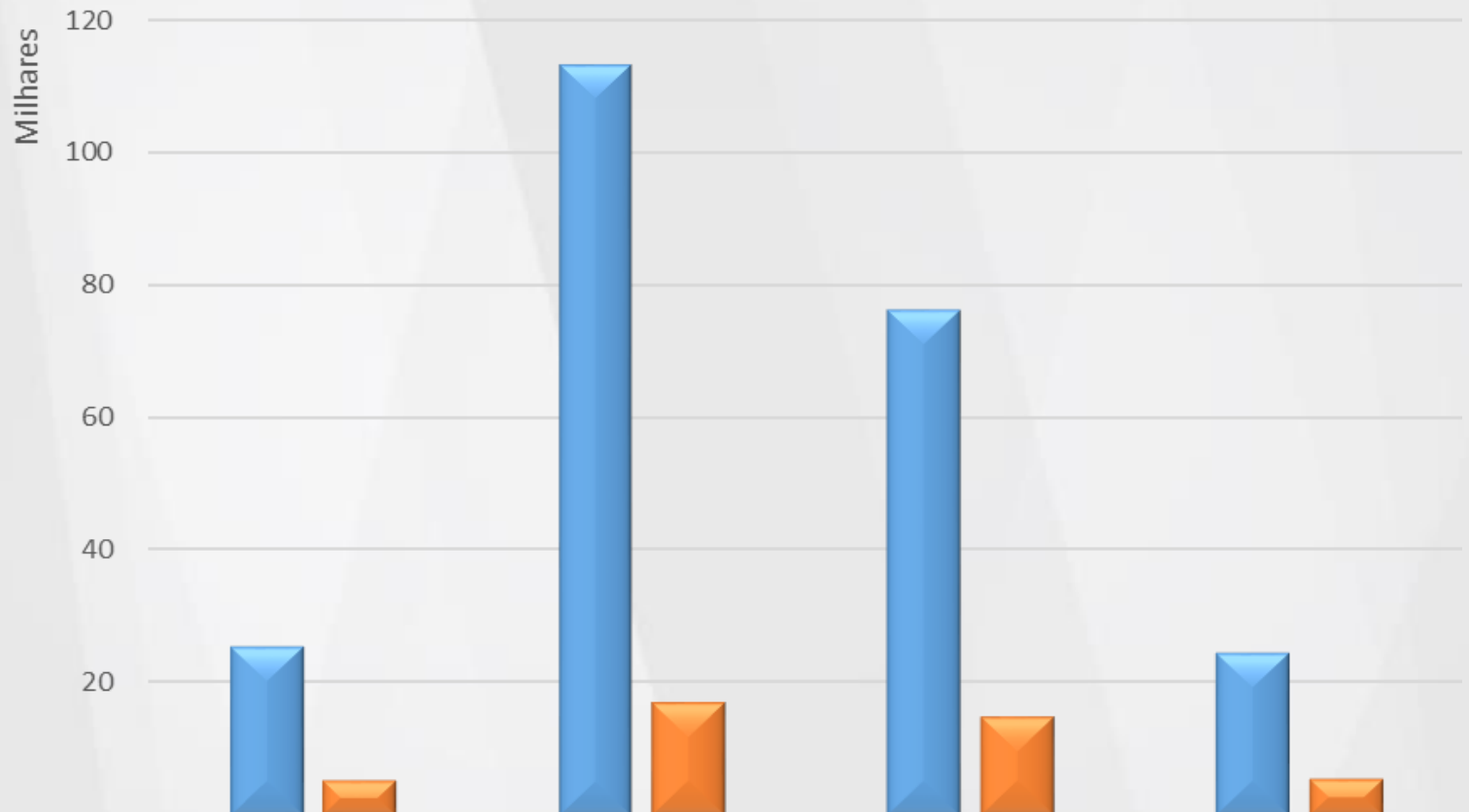
Tipo de Caso	Qtde Casos
TAC Não Homologado VOZ	365.594
TAC Não Homologado SMS	327.502
TAC Inválido SMS	190.552
TAC Inválido VOZ	138.205
TAC Não Homologado DADOS	88.750
Colisão VOZ	27.208
TAC Inválido DADOS	5.627
Velocidade VOZ	4.917
<b>Total Geral</b>	<b>1.148.355</b>





## Celular Legal Initiative – SIGA Pilot – Statistics:

- Total of irregular cases on the pilot (Goiás and Federal District – Total 2.3 millions numbers):



■ CASOS

■ Nº ACESSOS (MSISDN)

fev/18

25.631

mar/18

113.255

abr/18

76.286

mai/18

24.698

5.184

17.059

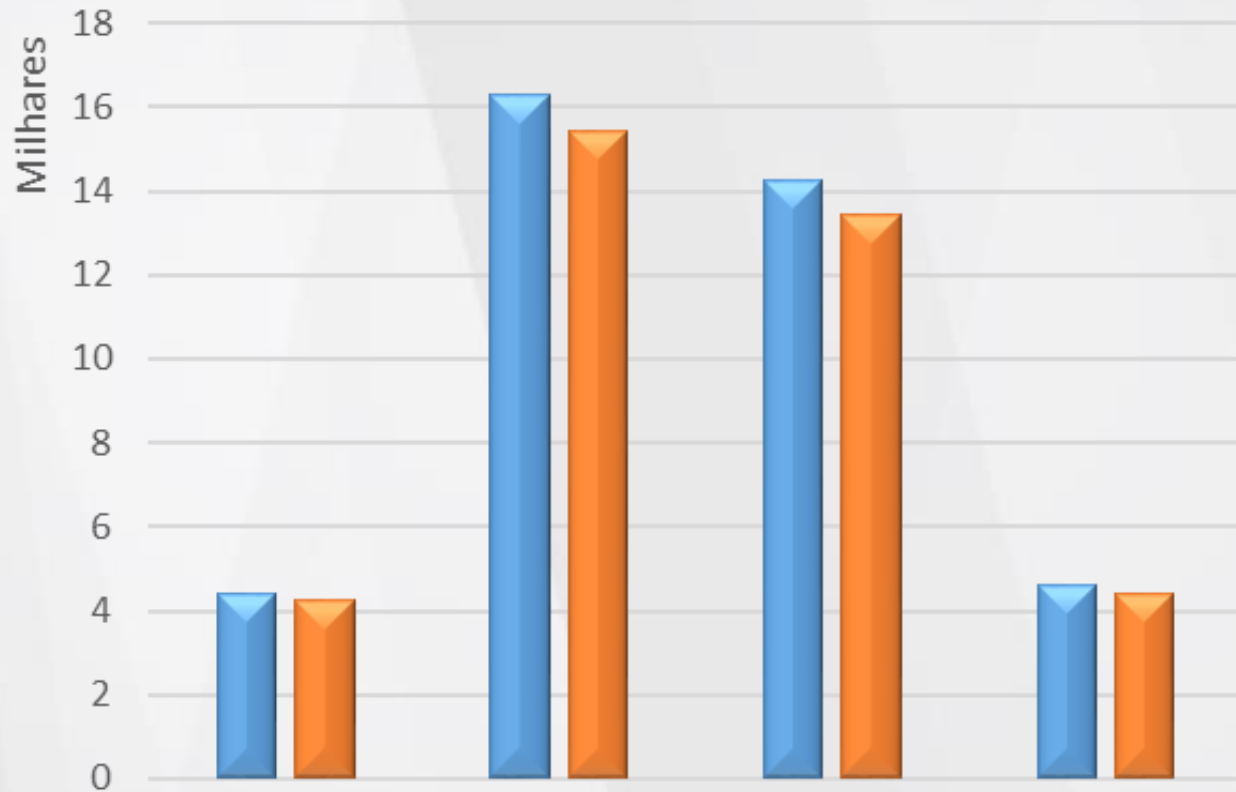
14.767

5.590



## Celular Legal Initiative – SIGA Pilot – Statistics:

- Cases with at most 2 IMEIs per MSISDN (SMS 24h):

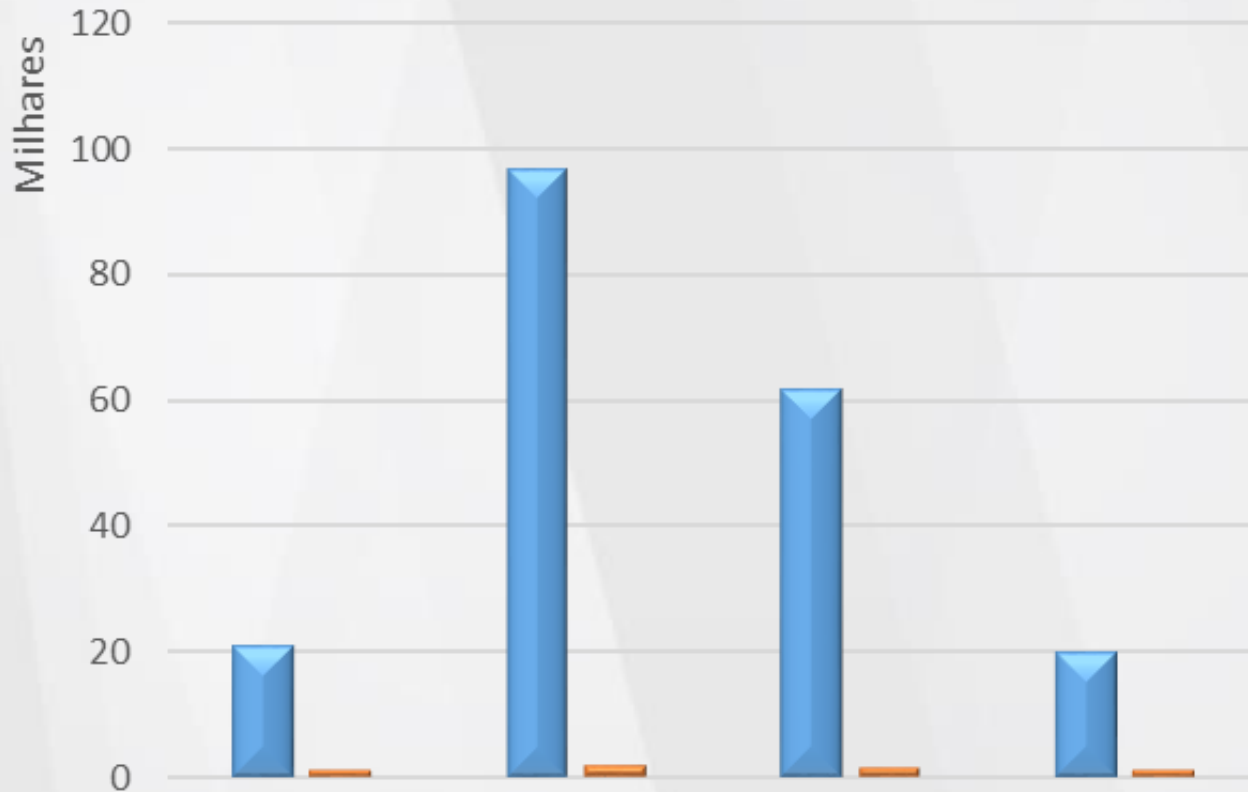


	fev/18	mar/18	abr/18	mai/18
CASOS	4.418	16.311	14.266	4.618
Nº ACESSOS (MSISDN)	4.279	15.470	13.471	4.413



## Celular Legal Initiative – SIGA Pilot – Statistics:

- Cases with more than 3 IMEIs per MSISDN (SMS 24h):



	fev/18	mar/18	abr/18	mai/18
CASOS	21.213	96.944	62.020	20.080
Nº ACESSOS (MSISDN)	905	1.573	1.286	1.178



## Celular Legal Initiative – SIGA Pilot – Key Points:

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- Until June, around **138 mil irregular cases were blocked**
- It's necessary to have a daily up-to-date reference database.
- Most of the cases are related to MSISDN that change the IMEI various times (ex. Some MSISDN have changed 1000 times in a month).
  - Possible fraud indication (simboxes) -> action is to block the MSISDN.
- Until now, Anatel have received low user complains.
  - Information campaigns are important to achieve this.
- Until now, cloned devices are identified but are not blocked.
  - Definition of a procedure to reduce the impact on the victim (the user that had it's devices unique identifier copied).

**Until now, its not possible to 100% sure diferentiate the victim from the cloner without physical verification of the device.**



# THANK YOU!

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