

i3 FORUM 7TH ANNUAL CONFERENCE

CHICAGO, IL

MAY 12TH, 2016

Robert Benlolo

NEW CERTAINTY IN LIFE



TOP
RANKED



PANAMA

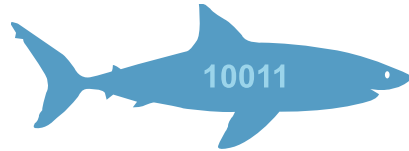
New !



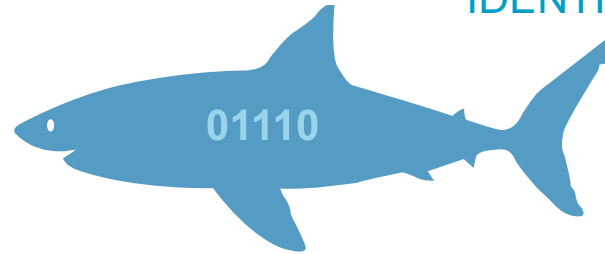
FRAUD

COUNT THE WAYS I CAN FRAUD THEE...

BANK FRAUD



MONEY LAUNDERING



IDENTITY THEFT

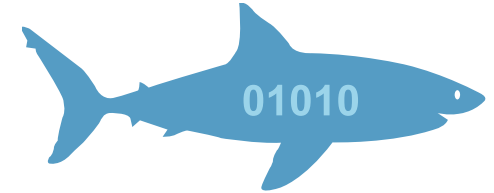
CREDIT CARD

CORPORATE FRAUD

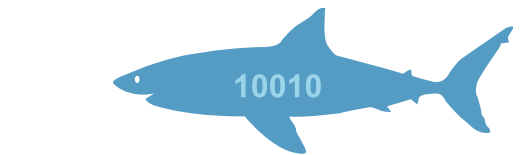
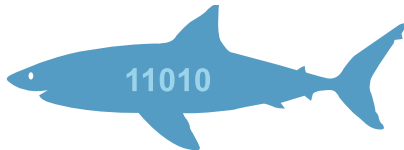
DDOS



INSURANCE FRAUD



IP-PBX



CYBER CRIME

ONLINE FRAUD



FAS



DEBIT CARD FRAUD

VAT TAX FRAUD

TELECOM FRAUD

IPRSF

FRAUD REPELLANT : KNOWLEDGE & SYSTEMS ++



TELECOM FRAUD BY THE NUMBERS ...



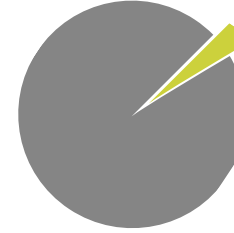
\$2.25tn

Global telecom
Revenue



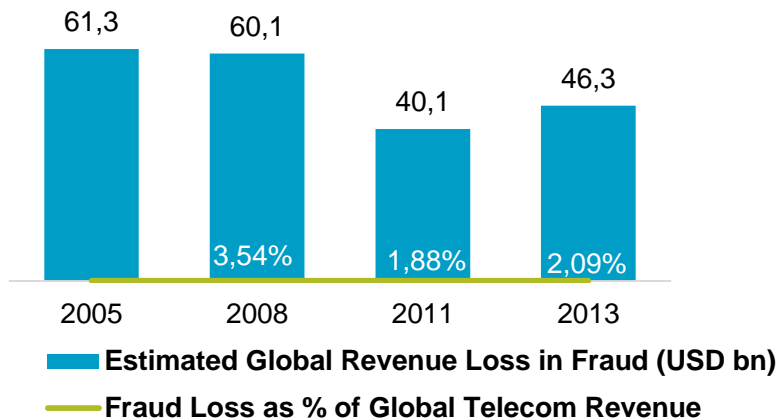
\$38.1bn

Amount lost
Annually to fraud



2%

Global telecom Industry
revenue loss



**Europol indicates that
telecom & cyber fraud is
now bigger and more
profitable for criminals
than the narcotics trade**

i³ forum



TO BE SUCCESSFUL IN COMBATTING FRAUD...



Sophisticated arsenal of tools/systems

- Detection – Alerting – Blocking - Data Mining
- Flexibility to constantly adjust to new threats

Streamlined processes & highly trained experts

- Rapid Reaction & Customer clearance / Red tape = Losses
- Dedicated 24/7 resources - continuous training

Market Intelligence / Cooperation

- Searching the Internet / blogs / hacker forums / newsletters
- **Sharing information with Allies (I3 Fraud Forum)**
Similar to WHO – identify viruses and create vaccines

GOOD INFORMATION PAYS OFF

1.5 Billion USD* approx.

- **Fraud prevented in past year**
- **Blocked numbers/schemes learnt within the group**

**sampling from certain members*

Excluding:

- Internal costs: Time expense (Disputes team etc.)
- Customer frustration / churn

13 FRAUD FORUM ACTIVE MEMBERS



I3FORUM.ORG

New Document in Fraud Library

- i-PBX Security Best Practice (Achilles heel)

Refinements:

- Fraud classification/recommendations on dispute handling

Fraud Library stats on the rise

- Seeing increase in views & downloads

VALUABLE Information

CURRENTLY IN-DISCUSSION (ACTUALLY DEBATING!)

Fraud contractual clauses

- Antiquated ?
- Roles & Responsibilities?
- TDM days.. IP adapted ?
- Telecom fraud evolved – Clause has not
- Hijacking/Short Stopping calls ?

Numbering Plan Management

- End carrier's responsibility
- + 200 pricing breakouts versus + 3,000
- Open switch Policy ?
- Wholesalers blocking & managing NP ?

CONTINUED ... DISCUSSIONS

Surveys:

- Fraud / FAS detection systems
- Best Practices / SS7 Release codes fraud calls
- High risk destinations / rotation

ROBOCALLS / SPAM

- Domestic / Foreign

False Identity / Impersonation

- Domestic / Foreign

CLASS IN PROGRESS..

Learning and/or in process of knowing even more

- Double country code arbitrage/fraud 2120212611xxxx
- VAT fraud - KYC
- Signalling manipulation – Intercepting/modifying release codes & playback/recording
- Call hijacking - schemes / techniques / destinations
- IPRSF – new destinations
- Mobile Call Forward Fraud

WE MINGLE..

- **COMREG** Ireland
- **PITA** Pacific Islands Telecom Assoc.
- **GSC** Global Settlement Carrier Group
- **ITRF** Int'l Telecoms Risk Forum
- **CFCA** Communications Fraud Control Assoc.
- **GSMA** Groupe Spéciale Mobile Assoc.
- **Capacity** Wholesale Fraud Forums
- **FIINA** Forum for Int'l Irregular Network Access
- **BEREC** Body of European Regulators of Electronic Comm.

CHAIRMAN'S COMMENTS (PHIL SAID..)

i3 Forum is all about

'INDUSTRY TRANSFORMATION'

- Fostering new & exciting services
- Embracing cutting edge technologies

But also

- Addressing current tough dilemmas and proposing solid solutions

WHAT'S YOUR POSITION ON FRAUD?

- If you don't **FIGHT** it you will **FACILITATE** it..
- & today, with tools & knowledge: **facilitators** are known..
- Subsequently Lose the **trust** = Lose the **traffic**

Neutrality only helps the oppressor

TOUGH QUESTIONS PLEASE !

Join the Alliance

Share information / learn

Save customers \$ € £ ₹ ¥

The only non-hackable Network?



THANK YOU!