

May 15<sup>th</sup>, 2014 Chicago

Fraud control & Management





- 1. Context
- 2. Scope of activities

Fraud Classification and recommendation on dispute handling

- 3. Members
- 4. Delivery
- 5. Conclusion





- Severe increase on fraud cases hitting the wholesale carriers
- → Impact on revenue assurance
  - AIT
  - IRSF
  - Number hijacking
  - Operators' fraud escalated to carriers
  - FAS
  - Etc.
- Objectives:
  - show industry i3f recognizes this and shows the way to a fraud-less IP eco-system
  - Create a frame of collaboration that is fair both for wholesale carriers and the telecom industry



## Scope of activities

- Focus on the specifics of international wholesale and IP
- Objectives
  - Define best practices for wholesale carriers
  - Share information within the group
- Collaboration with several industry bodies:
  - GSMA FF, IWG
  - FIINA
  - PITA
  - BEREC
  - GSC
- Promoting carriers perspective in the industry
  - Specific conferences and events





- Core group
  - AT&T,BICS, BTS, DTAG, iBasis, KDDI, Orange,
    PCCW, SFR, TATA, TISparkle, Telefonica,
    Telenor, TNZI, WIS

Compliance charter agreed





Fraud Classification and recommendation on dispute handling

- Major fraud types relevant for wholesale
- Best practices for wholesale carriers
  - Analyze suspicious traffic flows
  - Counter-active measures: barring, dispute, ...
  - Inform upstream and downstream
  - Customer remains liable of traffic sent
- Disputes for fraud
  - Traffic is disputable when withholding payments will prevent that fraudsters would be paid down the chain
  - In case carrier is not able to withhold payments,
    liability remains with retail operator





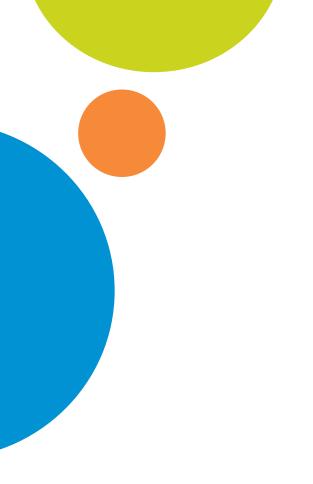
- i3F is determined to collaborate in fighting fraud with a focus on the wholesale perspective and not limiting to IP
- Activity is based on
  - Exchange of information and best practices
  - Recommendation to the wholesale carriers on fraud classification and dispute handling to preserve carriers interests while helping the industry
  - Moving on to align with the other WS activities



## Time for discussion

- 1. How is fraud tackled within your respective organizations?
- 2. What is the responsibility of the wholesale carrier?
- 3. Is cost based routing an open door to abusing wholesale carriers?





## **Thank You**

