

The logo for i3 forum, featuring a vertical bar with three colored dots (yellow, orange, teal) above it.

i³ forum

I3forum

Presented by Robert Benlolo

GLF & COC: A step in the right direction

➤ **MARTA** (Metropolitan Atlanta Rapid Transit Authority)

Code of Conduct to promote the safety and comfort of its riders etc.. (6 pages)

https://www.itsmarta.com/uploadedFiles/MARTA_101/Helpful_Articles/rev-Code-of-Conduct-FINAL-Feb-2016.pdf

➤ **High School COC** (12 pages) Preventing 'unruly' behavior & promoting respect

➤ **ITW – Discussions with carriers – Turbulence ahead ?**

- Resistance / Cost considerations
- Divulging – anonymized fraud related data (KPI's)
- Contract changes / best efforts

In-progress

Blockchain (POC)

- Preventing Number Hijacking - *still big issue*
 - *Fraud or Commercial Breach ?*
- Addressing massive missed calls / spoofing – even bigger worldwide phenomenon
 - *Supplier temporary route blocking*



Shaken/Stir – US Robocalling

- How does it affect Int'l Wholesalers

Fraud classification and recommendations on dispute handling within the wholesale telecom industry – **Release 3.2**

KPI conundrum ?

KPI 1 – Volume and value of Detected Fraud

Measurement of the volume and value of fraudulent traffic as a share of total revenues

KPI 2 – Fraud Disputes - Measurement of the total number of disputes and share of these which are resolved

KPI 3 – Capability to React - Measure the time required for international carriers to trigger fraud prevention measures

KPI 4 – Potential Losses Reduction



Discussion survey points

Commercial vs Operational Conflict
- should be company wide policy-

“No teeth & consequences” - “Paper dressing”
No enforcement action if no compliance.

We ultimately agree to endorse/refine COC or *Regulatory steps in (Germany/Spain/Ireland)*

IPRSF Business models (possible removal from rate sheets)
Perception of enabling rev share is bad

Discussion survey points - (results will be shared shortly)

Wangiri (Massive Missed calls): **Need transparency : NDA = BS**
Need to enhance COC. Hackers are using our policy against us.

Overflow - **Education** – Signalling – remove non-TIER 1 suppliers

Member had fraud with many GLF signatories and followed exact process & disputed only 50% was credited. **Need a process for escalation when rejected. (Signatory)**

Start strategic sharing Hot list per country – gradually. (i.e. 5 ?)

More regular meetings requested – using social media or private platform
Just join the work-group and bring your good ideas / enhancements :0)