

**PCC.I/RES. 126 (XI-07) <sup>1</sup>**

**CREATION OF A TECHNICAL NOTEBOOK ON FRAUD IN THE PROVISION OF  
TELECOMMUNICATION SERVICES**

The XI Meeting of the Permanent Consultative Committee I: Telecommunications,

**RECOGNIZING:**

- a) The impact of fraud on the provision of services in the Region;
- b) That Member States, operators and users are victims of fraud-perpetrators;
- c) That the losses for Member States restrict their investment on projects towards universal service provision;
- d) That companies' corporate image, operational performance and quality of service are affected;
- e) That through the tasks developed, an imperative need has been identified for the different players in the Region's sector to work jointly with the aim of sharing experiences, identifying best practices and, in general, sharing the "know how" among themselves,

**CONSIDERING:**

That within the tasks of the PCC.I there is a mandate to create and spread recommendations to the Region's sector, and that regarding the specific case of fraud, this will be of great help as a consultation tool and a contribution to the telecommunications sector in the Region,

**RESOLVES:**

1. To create and maintain a Technical Notebook on Fraud in the provision of Telecommunications in the Region, with a table of contents including at least the following items:
  - Documents on the subject issued by CITELE in the latter years.
  - Fraud typologies.
  - Impacts of fraud.
  - Technological tools to minimize the impact of fraud.
  - Regulatory, legal and administrative tools to tackle fraud.
  - Questionnaires on fraud sent to the Region, responses and analysis.
  - Bodies conducting research on fraud.
  - Workshops on fraud control, presentations and conclusions.
  - Documents on fraud cases experienced by sector players in the Region.
  - Recommendations issued to the sector.
2. To appoint the Rapporteur of the Group on Fraud Control in Telecommunication Services, Mr. Giovanni Mancilla Gaona (Telefonica Colombia), to be the Coordinator of the Technical Notebook. He will have as terms of reference the coordination of submitted contributions and to organize information.

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<sup>1</sup> PCC.I-TEL/doc. 1212/07

3. To present the evolution of the organization of the Technical Notebook during the next meeting of the PCC.I, to be known by the Region. It should include information on workshops conducted as well as other relevant information.

**INVITES:**

PCC.I Members to participate and contribute with documents for this Technical Notebook.