

**CREATION OF STUDY QUESTION V “POLICIES AND BEST PRACTICES FOR FRAUD CONTROL IN THE AREA OF TELECOMMUNICATIONS”**

The VII Meeting of Permanent Consultative Committee I: Telecommunication Standardization,

**CONSIDERING:**

- a) That fraud affects all operators and potentially any user of telecommunication systems, exerting an adverse impact on the sector’s image;
- b) That, in the new environment of network convergence, new methods of perpetrating fraud in telecommunications are expected to be used and that they have to be studied and policies issued to minimize their impact;
- c) That defrauders are increasingly more creative in obtaining benefits from telecommunication networks to perpetrate other types of fraud, and
- d) That the subject of fraud control needs to be studied and best practices recommended,

**RESOLVES:**

- 1. To establish Study Question V “Policies and best practices for fraud control in the area of telecommunications” in the Working Group of Advanced Network Services and Technologies.
- 2. To designate Mr. Giovanni Mancilla Gaona (Colombia Telecomunicaciones) as Rapporteur of this Study Question.
- 3. To establish the following mandate, terms of reference, and working plan for the above-mentioned question:

**Mandate:** Study and recommend strategies and best practices to reduce fraud in the area of telecommunications.

**Terms of reference:**

- a) Study the different methods of perpetrating fraud used in the provision of telecommunication services.
- b) Find the strategies and best practices to minimize the impact of fraud.
- c) Promote dialogue and regional exchange of information on fraud in telecommunications.

**Working plan:**

- a) Revise CITELE’s background on fraud in telecommunications.
- b) Study and identify the different methods of perpetrating fraud used in telecommunications in Member States.
- c) Bring together the region’s best practices to minimize the impact of fraud in telecommunications.

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<sup>1</sup> CCP.I-TEL/doc. 749/05

- d) Foster cooperation between Member States on aspects related to fraud control in telecommunications.
- e) Invite Member States to develop joint strategies for the fight against fraud in telecommunications.
- f) Establish ties with organizations specializing in preventing fraud in telecommunications.
- g) Create a Technical Notebook on strategies and best practices for fraud control in the area of telecommunications.

4. To include this Study Question in the Terms of Reference and Working Plans for the Working Group on Advanced Network Services and Technologies adopted by Resolution PCC.I/RES. 74 (VI-05).