

Telecommunication Carriers' Forum Fraud & Revenue Assurance Project Scope

Date Submitted:
8 July 2011

Project Proposer:
Telecom

Issue Identification

As a result of the planned Telecommunications Industry Group (TIG) wind up, the TIG invited the TCF to take over its work on fraud and revenue assurance. At the June 2011 TCF Board meeting, the Board agreed to:

1. Have a project scope drafted for initiation of a Fraud & Revenue Assurance workstream under the TCF;
2. Migrate the TIG Fraud Incident Database, operated by the TIG Revenue Assurance Working Group to the TCF; and
3. Migrate the associated domain names.

Background

The TIG Revenue Assurance working group was formed in August 2009 by the TIG and currently consists of representatives from the credit control and revenue assurance departments of TIG members.

Project Scope

The purpose of the Fraud & Revenue Assurance (FRA) working party is to work collaboratively to reduce the significant losses experienced in the telecommunications industry due to fraud and bad debt.

The FRA working party will provide a forum through which:

1. TCF members can discuss issues relating to fraud, credit risk and revenue assurance and develop collaborative approaches (where collaborative action is mutually beneficial).
2. Quarterly seminars will be organised and facilitated on relevant fraud and revenue assurance topics for the telecommunications industry.
3. Information can be shared including:
 - The Fraud Incident Database, which allows members to add and view entries of fraudulent activity that has occurred on members' networks;
 - An Information Sharing Protocol (refer to Appendix A); and
 - Via the Quarterly industry seminars.
4. The Crime Prevention Partnership Forum, NZ Police and other relevant bodies can consult with TCF members on matters relating to telecommunications fraud and bad debt. This forum allows Police and the business community to work together

to share information and undertake specific projects to prevent crime in the community.

5. The industry can engage on revenue assurance related projects of common interest.

Deliverables

The deliverables from this project are to establish a FRA Working Party to:

1. Facilitate industry collaboration to help reduce industry fraud and bad debt;
2. Provide an ongoing forum for discussion on issues related to fraud and revenue assurance;
3. Manage the Fraud Incident Database and any enhancements to this;
4. Consider and provide a recommendation to the TCF Board on whether the TCF should join the Crime Prevention Partnership Forum; and
5. Review the Information Sharing Protocol (Appendix A) and determine whether such an agreement should be signed by Working Party members.

Working Party Membership

It is proposed that existing and previous members of the TIG Revenue Assurance Working Group be invited to join (as per list below); along with any other interested TCF Members.

	Organisation	Name
Project Leader:	tba	tba
Working Party Members:	BayCity Communications	Juanita O'Brien
	CallPlus	tba
	Compass	Che Burnett
	Orcon	Laura Maguire
	Telecom	Mark Churches
	Telecom	Scott Burgess
	Vodafone	Afiff Shah
	Vodafone	Esther Wan

Resource Requirements

The approved post reform expenditure budget included \$10,000 for this workstream for a full year. The proposed budget for this workstream is now \$7,750 for the year ended 31 March 2012. This covers Forum Administrator time and the costs payable to the system hosting provider. The Forum Administrator time includes the above activities as well as assisting with new parties getting access to and documentation on the system.

As the reforms are not yet completed, the funding for this would come from the TCF's contingency allowance.

Proposed Project Timeline

The FRA is an ongoing working party.

Next Steps

1. Establish the Working Party.
2. Appoint a Project Leader.
3. Review the Project Scope and submit any proposed changes to the Board for approval.

Recommendation

That the TCF Board:

- 1) **Approve** this project scope.

Appendix A:
TELECOMMUNICATIONS CARRIERS' FORUM (TCF)
FRAUD & REVENUE ASSURANCE WORKING PARTY
INFORMATION SHARING PROTOCOL

TCF FRA Working Party Members signing to this protocol ("Disclosing Carriers") who become aware of customer activity that is considered fraudulent agree to disclose information concerning that activity to other signatories ("Receiving Carriers") using the attached template ("Notification"), and on the terms below:

- (a) Disclosure shall be made in good faith, and after reasonable enquiries of the Disclosing Carrier. However, neither the Disclosing Carrier nor the TCF makes any representation as to the accuracy or completeness of the information disclosed. The Receiving Carrier must make its own assessment of the information disclosed, and satisfy itself as to the accuracy and completeness of it.
- (b) Disclosure of customer information must only be made via emailing Notifications to the electronic address supplied to TCF by the Receiving Carrier(s).
- (c) The disclosure of information is not a recommendation, instruction, authorisation or agreement to take any steps in respect of the information or the customer.
- (d) The Receiving Carrier acknowledges on the receipt of the information that it has no obligation, and there is no agreement, to take any steps in respect of the information or the customer and that any step taken in relation to the information or the customer is a unilateral decision on the part of the Receiving Carrier.
- (e) Within its organisation, the Receiving Carrier may only disclose the information to its representatives of TCF and other employees on a need-to-know basis. Persons to whom information is disclosed should sign personal confidentiality undertakings.
- (f) The Receiving Carrier must take reasonable steps to destroy or return the customer information once it is no longer needed by the Receiving Carrier for the purposes set out in paragraph (i) or immediately if it receives notification that the customer information is inaccurate, or is not the subject of a fraudulent matter for the purposes of this protocol.
- (g) The Receiving Carrier must ensure that the information is treated in the same manner as a prudent carrier would treat its own sensitive customer information, and that measures are put in place for protecting the physical security of the information and preventing unauthorised access, copying and use of the information.

- (h) The Receiving Carrier must notify the Disclosing Carrier as soon as possible after it becomes aware of any unauthorised access, copying or use of the customer information.
- (i) The Receiving Carrier must only use the information for the purposes of investigating the potential fraud, reporting its findings back to the Disclosing Carrier or the TCF, and taking such steps as it considers reasonably necessary to protect its network from fraud. All other uses of the information are strictly prohibited (including reproduction of the information or disclosure to any third party).
- (j) If the Receiving Carrier makes the decision to refuse, restrict or block the supply of goods or services to a customer on the basis of information received from another carrier, it acknowledges that:
 - (i) it has relied on its own investigations (including its assessment of the information disclosed) in making that decision; and
 - (ii) it accepts full responsibility for the consequences of its decision.
- (k) The members of the TCF FRA Group must comply with the Privacy Act 1993 and the Telecommunications Information Privacy Code 2003 in disclosing and receiving personal information.
- (l) “fraudulent” for the purposes of this protocol means activities that the Disclosing Carrier considers high level instances of fraud that may compromise network, or service security or integrity with the intent to cause economic loss to the Disclosing Carrier.

TCF INFORMATION SHARING PROTOCOL

NOTIFICATION

NOTIFICATION OF ISSUES OF CONCERN TO TCF MEMBERS				
Disclosing Carrier:	Date:	Ref No:		
Name and position:	Contact Numbers:			
Receiving Carrier(s): All TCF members				
Name and position:			Ref No:	
INFORMATION PROVIDED IN RELATION TO ISSUE OF CONCERN				
Service Number Relating to Issue:				
Name Presented:				
Address Provided:				
Date of Birth Provided:				
Driver's Licence Details:	Number:		Expiry:	
Details of any other Proof of Identity used:				
DESCRIPTION OF FACTUAL BASIS FOR ISSUE OF CONCERN:				

Note:

This Notification is provided pursuant to the TCF Information Sharing Protocol. In particular, the information set out in this Notification is provided by the Disclosing Carrier to the Receiving Carrier(s) on the following terms:

- (a) The disclosure is made in good faith, and after reasonable enquiries of the Disclosing Carrier. However, the Disclosing Carrier makes no representation as to the accuracy or completeness of the information disclosed. The Receiving Carrier must make its own assessment of the information disclosed, and satisfy itself as to the accuracy and completeness of it.
- (b) A disclosure of customer information must only be made via emailing this template to the electronic address supplied to TCF by the receiving carrier(s).
- (c) The disclosure of information is not a recommendation, instruction, authorisation or agreement to take any steps in respect of the information or the customer.
- (d) The Receiving Carrier acknowledges on the receipt of the information that it has no obligation, and there is no agreement, to take any steps in respect of the information or the customer and that any step taken in relation to the information or the customer is a unilateral decision on the part of the Receiving Carrier.
- (e) Within its organisation, the Receiving Carrier may only disclose the information to its representatives of TCF and other employees on a need-to-know basis. Persons to whom information is disclosed should sign personal confidentiality undertakings.
- (f) The Receiving Carrier must take reasonable steps to destroy or return the customer information once it is no longer needed by the Receiving Carrier for the purposes set out in paragraph (i) or immediately if it receives notification that the customer information is inaccurate, or is not the subject of a fraudulent matter for the purposes of this protocol.
- (g) The Receiving Carrier must ensure that the information is treated in the same manner as a prudent carrier would treat its own sensitive customer information, and that measures are put in place for protecting the physical security of the information and preventing unauthorised access, copying and use of the information.
- (h) The Receiving Carrier must notify the Disclosing Carrier as soon as possible after it becomes aware of any unauthorised access, copying or use of the customer information.
- (i) The Receiving Carrier must only use the information for the purposes of investigating the potential fraud, reporting its findings back to the Disclosing Carrier or the TCF, and taking such steps as it considers reasonably necessary to protect its network from fraud. All other uses of the information are strictly prohibited (including reproduction of the information or disclosure to any third party).
- (j) If the Receiving Carrier makes the decision to refuse, restrict or block the supply of goods or services to a customer on the basis of information received from another carrier, it acknowledges that:
 - (i) it has relied on its own investigations (including its assessment of the information disclosed) in making that decision; and
 - (ii) it accepts full responsibility for the consequences of its decision.
- (k) The members of TCF must comply with the Privacy Act 1993 and the Telecommunications Information Privacy Code 2003 in disclosing and receiving personal information.
- (l) "fraudulent" for the purposes of this protocol means activities that the Disclosing Carrier considers high level instances of fraud that may compromise network, or service security or integrity with the intent to cause economic loss to the Disclosing Carrier.