

**WORKSHOPS ON THE IMPACT OF FRAUD ON THE PROVISION OF  
TELECOMMUNICATION SERVICES IN THE AMERICAS**

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

**CONSIDERING:**

That the Rapporteur Group on Fraud Control in Telecommunication Services presented at the X meeting:

- Report of the results of the questionnaires on Policies and best practices on fraud control in the area of telecommunications (document CCP.I-TEL/doc. 1003/07).
- Report on organizations studying the subject of Fraud Control in telecommunications (document CCP.I-TEL/doc. 1011/07).
- Report on fraud typologies and possible impact on telecommunication service provision (document CCP.I-TEL/doc. 1013/07).

**CONSIDERING FURTHER:**

That the Rapporteur Group must:

- Study and identify the various fraud modalities and unauthorized access to telecommunication services observed in Member States and compile international best practices to minimize the effect of fraud and unauthorized access in telecommunications networks and services; and
- Develop joint strategies to fight against fraud and unauthorized access in telecommunications,

**TAKING INTO ACCOUNT:**

That the documents submitted by this Rapporteur Group include the proposal of a series of regional workshops with experts, with the purpose of raising awareness in the Americas on issues related to Fraud, so as to create cross-national cooperation mechanisms to fight the scourge of fraud, as well as looking for resources to organize it with no need of further funds contributed by CITEL,

**RESOLVES:**

1. To organize, based on the schedule and methodology included in the Annex, workshops on:
  - The impact of fraud on users, States and operators of the Region.
  - Operators and Providers: Joint work for the prevention of fraud situations.
  - Anti-fraud technological and administrative tools.
  - Inter-state and inter-sector mutual cooperation mechanisms to minimize the impact of fraud.
  - International bodies that study the issue of fraud, its scope and ways of participation.
  - Creating appropriate anti-fraud legislation, regulation and control.

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<sup>1</sup> CCP.I-TEL/doc. 1059/07 rev.3

2. To appoint the Rapporteur of the Group on Fraud Control in Telecommunication Services, Mr. Giovanni Mancilla, as coordinator of the above-mentioned workshops.
3. That these seminars shall be held without using CITEL's financial resources.

**TO INSTRUCT THE CITEL EXECUTIVE SECRETARY:**

1. To communicate with the World Bank in order to request sponsorship of Workshop No. 3.
2. To prepare the lists of participants.
3. To make available and send the documents to CITEL's members.
4. To provide the necessary support regarding the organization of the various events.
5. To ensure the effective application of the described methodology.

**ANNEX TO RESOLUTION PCC.I/RES.111 (X-07)**

**WORKSHOP SCHEDULE AND METHODOLOGY**

Workshop	Topic	Proposed Date
1	The impact of fraud on users, States and operators of the Region.	June 2007 teleconference sponsored by <i>Colombia Telecomunicaciones</i> , dialing the number provided to that effect.
2	Operators and Providers: Joint work for the prevention of fraud situations.	During the XI meeting of PCC.I.
3	Anti-fraud technological and administrative tools.	November 2007.
4	Inter-state and inter-sector mutual cooperation mechanisms to minimize the impact of fraud.	During the XII meeting of PCC.I.
5	International bodies that study the issue of fraud, its scope and ways of participation.	May 2008 Audio with COMTELCA.
6	Creating appropriate anti-fraud legislation, regulation and control.	During the XIII Meeting of PCC.I.

**METHODOLOGY:**

**Dates:**

Workshops shall be organized following the schedule mentioned in these Annex and shall be held via teleconferences, videoconferences or attendance-based during the PCC.I meetings. Attendance-based meetings will be webcasted when possible.

**Length**

Each workshop shall last 4 hours and, based on the interest shown, they shall be given in English and Spanish in two separate sessions, aiming at obtaining intensive participation by all countries.

**Speakers**

According to the event Coordinator's instructions, the Secretariat of CITEL will forward the invitation and pre-registration to the sector to participate as speakers in each of the proposed subjects.

CITEL Members, may propose expert candidates expert on this subject from their countries and, additionally, the event Coordinator shall look for international experts for each specific topic, so that their contributions may improve the sector's knowledge and then be used as a key factor to develop actions.

The event Coordinator shall submit the full agenda at least two months before the scheduled workshop date; time available shall be equally allotted among the speakers.

### **Participants**

Those interested parties that previously registered with the Secretariat of CITEL may attend the workshops. The Secretariat of CITEL shall inform all registered people about the methodology for participation. In case of a large number of registered participants, participation procedures shall be decided upon.

For example, two different workshops could be held, one for Spanish-speaking countries and another one for English-speaking countries, on two consecutive days. CITEL shall set the definitive dates, taking into account the activities that it performs. The workshop dates shall be notified not later than one month in advance of the scheduled date.

### **Compilation of documents**

The Secretariat of CITEL shall compile all the relevant documents, and must make them available on the Internet.

For this event, each participant shall submit their documents at least two weeks before each workshop is held.

### **Certificate of Attendance**

The Secretariat of CITEL will extend a communication of appreciation to all speakers.