PCC.I/DEC. 336 (XLII-23)[1]

UPDATING THE RESULTS AND PRESENTATION OF THE BIENNIAL REPORT OF MEMBER STATES (2019-2021) ON RESOLUTION AG/RES. 2935 (XLIX-O/19) – HEMISPHERIC EFFORTS TO COMBAT THE USE OF MOBILE TERMINAL DEVICES THAT HAVE BEEN STOLEN, LOST, OR TAMPERED WITH

The 42 Meeting of Permanent Consultative Committee I: Telecommunications / Information and Communication Technologies (PCC.I),

DECIDES:

1. To kindly request member states that responded to the questionnaire of Decision PCC.I/DEC. 323 (XXXIX-21), those that wish to update the information contained in their answers, and those that still wish to now respond to the questionnaire, to forward the information to the CITEL Secretariat (citel@oas.org) by May 15, 2023, at the latest, with a copy to the Rapporteurship on Conformance, Fraud Control and Illegal or Irregular Mobile Terminal Devices and its contact person: hugo.romero@crcom.gov.co

2. To instruct the CITEL Secretariat to circulate, by May 2, 2023, at the latest, to all member states the present decision which includes in its annex the above-mentioned requested questionnaire from Decision PCC.I/DEC. 323 (XXXIX-21). In the event that no updates or additional information are received for the biennial report contained in the document relative to Annex 2, it shall be sent to the OAS General Assembly for presentation in compliance with operating clause 6 of Resolution AG/RES. 2935 (XLIX-O/19).

3. To instruct the Rapporteur of the Rapporteurship on Conformance, Fraud Control and Illegal or Irregular Mobile Terminal Devices, on the basis of the update and responses received in accordance with items (1) and (2) of the present decision, to proceed with the drafting and submittal of the updated biennial report to the CITEL Secretariat before May 22, 2023.

4. To instruct the CITEL Secretariat to forward the biennial report to the OAS General Assembly of June 2023.

ANNEX I TO DECISION PCC.I/DEC. 336 (XLII-23)

QUESTIONNAIRE ON HEMISPHERIC EFFORTS OF CITEL MEMBER STATES TO COMBAT THE USE OF MOBILE TERMINAL DEVICES THAT HAVE BEEN STOLEN, LOST, OR TAMPERED WITH AS REFERRED TO IN OPERATING CLAUSE (6) OF RESOLUTION AG/RES. 2935 (XLIX-O/19).

In compliance with operating clause (6) of OAS GENERAL ASSEMBLY RESOLUTION 2935 (XLIX-O/19) ON HEMISPHERIC EFFORTS TO COMBAT THE USE OF MOBILE TERMINAL DEVICES THAT HAVE BEEN STOLEN, LOST, OR TAMPERED WITH, please report the following:

a) The number of reported stolen devices and threats to life or personal safety;

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[1] CCP.I-TIC/doc. 5390/23 rev. 1

b) Technological advances being implemented to discourage these crimes; and

c) Regulatory measures and/or government policies passed or adopted to support public or private efforts on this issue.

ANNEX 2 TO DECISION PCC.I/DEC. 336 (XLII-23)[2]

Document CCP.I-TIC/doc. 5351/23 rev. 1

REPORT FROM CITEL MEMBER STATES ON RESOLUTION AG/RES. 2935 (XLIX-O/19) HEMISPHERIC EFFORTS TO COMBAT THE USE OF STOLEN, LOST OR TAMPERED MOBILE TERMINAL EQUIPMENT

Impact on the sector:

Measures aimed at combating the use of stolen, lost or tampered mobile devices are of vital importance to Member States and their citizens in addressing the serious public safety issues caused by the theft, alteration and illegal trade of these devices, which can have serious consequences for users, including risks to their life and safety, loss of personal and financial data, and the commission of other crimes.

Executive Summary:

Resolution AG/RES. 2935 (XLIX-O/19) *Hemispheric efforts to combat the use of stolen, lost, or tampered mobile terminal equipment*, urges member states to adopt measures aimed at combating the use of this type of terminals and invites states and industry actors to share their successful experiences and best practices, in order to collaborate and assist other member states in the adoption and strengthening of controls. In compliance with operative paragraph number 6 of the Resolution, the report on said measures is presented to the CCP.I, updated to May 2023. The result included in this document is based on the questionnaire approved at the 39th meeting of the CCP.I on: (a) "the figures of devices reported as stolen and attacks on life or personal integrity"; (b) "technological advances being implemented to discourage this criminal modality"; and (c) "regulatory measures and/or government policies issued to support the efforts of public and private sectors in this area." From the responses received, the actions that member states have taken can be appreciated in the areas of the provisions of the OAS Resolution. Given that, due to the pandemic, the confinement period and the processes for economic recovery, the 2019-2021 biennial report was not issued, and Meeting 42 adopted Decision PCC.I/DEC. 336 (XLII-23) inviting the Member States who so wish to update the data provided in 2021. As a result, responses were received from 15 States, seven of which updated their data for 2022 and 2023. Thus, this report includes answers at 2021 and updates to 2023.

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[2] CCP.I-TIC/doc. 5351/23 rev. 1

**REPORT FROM CITEL MEMBER STATES ON RESOLUTION
AG/RES. 2935 (XLIX-O/19) HEMISPHERIC EFFORTS TO COMBAT THE USE OF STOLEN,
LOST OR TAMPERED MOBILE TERMINAL EQUIPMENT**

PART 1: ANSWERS FOR THE 2019 – 2021 PERIOD

Through decision CCP.I/DEC. 323 (XXXIX-21), the 39th Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (CCP.I) approved the questionnaire regarding information on the efforts by CITEL member states to combat the use of stolen, lost, or tampered mobile terminal equipment, as referred to in operative paragraph 6 of the RESOLUTION AG/RES. 2935 (XLIX-O/19).

The questionnaire included the following questions:

(a) The figures of devices reported as stolen and attacks on life or personal integrity;

(b) Technological advances being implemented to discourage this criminal modality"; and,

(c) Regulatory measures and/or government policies issued to support the efforts of public and private sectors in this area.

Responses were received from 15 Member States listed below:

1	Argentina
2	Bolivia
3	Brazil
4	Chile
5	Colombia
6	Costa Rica
7	El Salvador
8	United States of America
9	Guatemala
10	Honduras
11	Nicaragua
12	Panama
13	Paraguay
14	Peru
15	Dominican Republic

The summary of the responses received is included in the attached Excel file.

The following section presents the analysis of the Rapporteurship on compliance, fraud control, and illegal or irregular mobile devices based on the responses received:

1. **Figures of devices reported as stolen and attacks on life or personal integrity.**

With regard to the figures of mobile terminal equipment reported as stolen or lost, there is diversity in terms of their availability and consolidation.

The following is the profile of the figures included in the responses, with data available in 11 cases, while in 3 cases there are no figures:

Reporting of figures in the questionnaire response.	Number of Member States
Last 5 years or more	5
Last 2 years	1
Last year	4
Most recent year 2017 or earlier	1
They are not disaggregated from the rest of thefts	1
There are no figures for mobile terminal theft.	2

Of the 11 member states that provided figures, 8 reported disaggregated figures for theft or robbery, while 3 reported consolidated figures for thefts or losses.

On the other hand, taking as a reference the number of inhabitants of the member state and the annual figures reported in response to the questionnaire by 10 countries (one country only provided its cumulative figure for the last year), the annual percentages of mobile terminal theft or loss are below 1% of the total population in 5 countries, between 1% and 2% in 3 countries, and above 2% in 2 countries.

With regard to the trends observed in the figures for mobile terminal theft or loss, it can be estimated that out of 6 member states that provided figures for the last years, a decrease is observed in 4 of them, the figures remain around the same amount in 2 of them, and the figures increased in one country. One country reported that the decrease observed in 2020 was due to the lockdown measures resulting from the health emergency generated by Covid-19.

2. **Technological advances being implemented, regulatory measures and/or government policies to discourage the theft of mobile terminal equipment and support efforts by public and private sectors in this area.**

Below are the different mechanisms, technological processes, or regulatory measures to discourage theft and tampering of mobile terminal equipment included by member states in their responses to the questionnaire, including the number of states where they are implemented. This list is also based on the bulletins about exchanging and blocking among the countries of the region of unique identifiers of mobile terminal equipment reported as stolen or lost, produced by the Rapporteurship on compliance, fraud control, and illegal or irregular mobile devices, with the support of GSMA.

Tool or process	Number of Member States where it has been implemented
Website to verify the report of theft, loss, or blocking of the mobile terminal equipment identifier.	8 Member States: Bolivia Brazil Colombia USA

	Guatemala Honduras Paraguay Peru
National negative list shared for blocking mobile terminal equipment reported as stolen or lost and to prevent their commercialization.	13 Member States: Argentina Bolivia Brazil Chile Colombia Costa Rica USA Guatemala Honduras Nicaragua Paraguay Dominican Republic Peru
Positive list for the registration of mobile terminal equipment authorized for use.	2 Member States: Bolivia Colombia Peru
Grey list for tracking mobile terminal equipment reported as stolen or lost.	1 Member State: Dominican Republic
System or process for detection and blocking of mobile terminal equipment with tampered or duplicate identifier	6 Member States Argentina Brazil Colombia Costa Rica Dominican Republic Peru
System or process for detecting and blocking non-certified mobile terminal equipment.	2 Member States Brazil Colombia
Exchange with other Member States of identifiers with reports of theft or loss	12 Member States: Argentina Bolivia Brazil Colombia Costa Rica El Salvador USA Guatemala Honduras Nicaragua Dominican Republic Peru
Blocking of identifiers with report of theft or loss in other countries.	11 Member States Argentina Bolivia

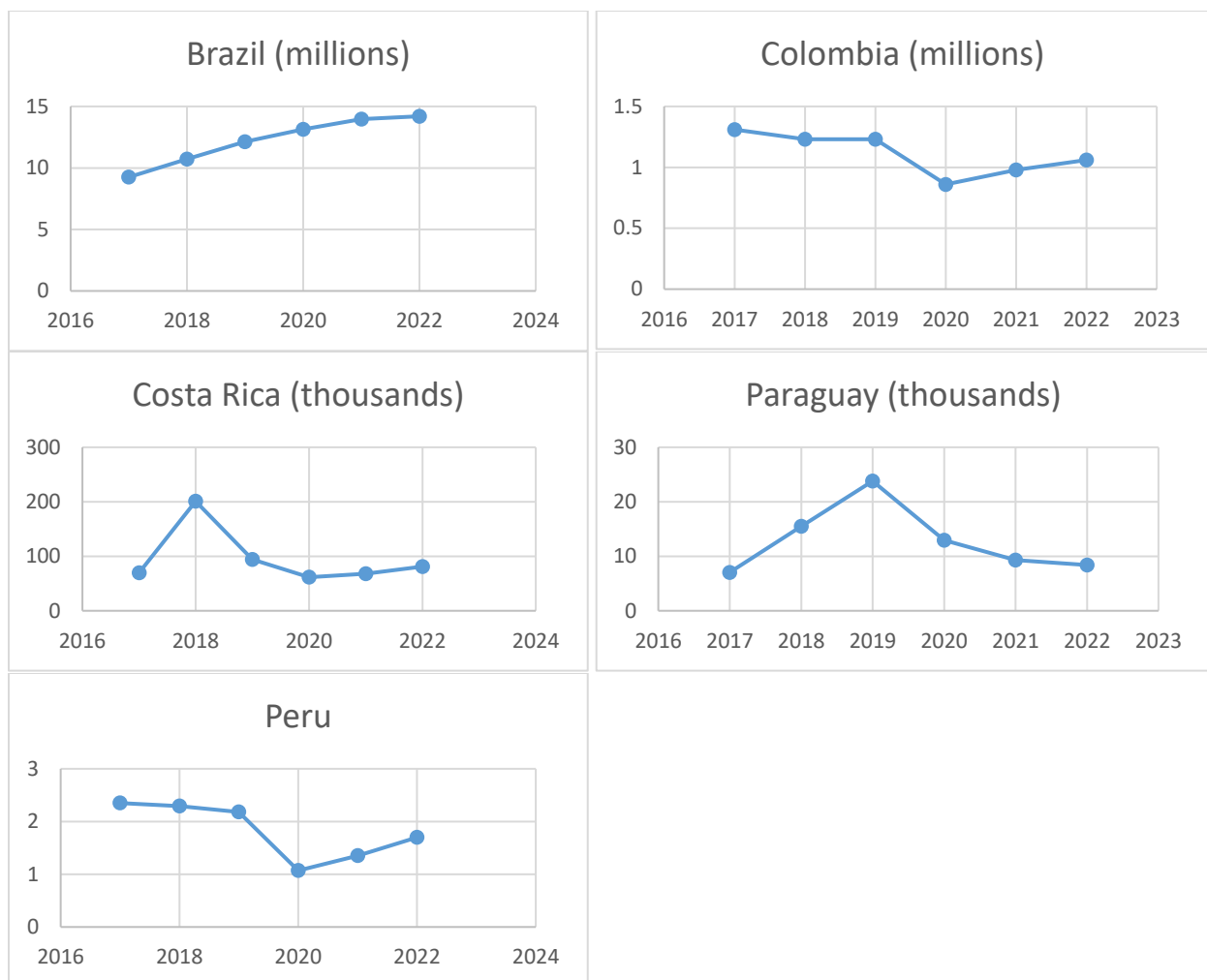|	
	Brazil Colombia Costa Rica El Salvador USA Guatemala Honduras Dominican Republic Peru
Registration/authorization of mobile terminal equipment vendors to prevent the sale of devices reported as stolen or lost.	2 Member States: Colombia Guatemala
Registry of importers of mobile terminal equipment.	2 Member States: Colombia Guatemala
Making anti-theft applications available on user mobile terminal equipment (allowing for remote data wiping, device disabling, and preventing reactivation).	1 Member State USA
Informing users about the availability of anti-theft applications and providing instructions on how to use them.	2 Member States Colombia USA
Website for reporting stolen or lost mobile terminal equipment	2 Member States Colombia Guatemala
Ban on the import of mobile terminal equipment reported as stolen or lost.	1 Member State Colombia
Prohibition on the import of mobile terminal equipment with generic or duplicate identifiers	2 Member States Colombia Guatemala
Ban on the export of mobile terminal equipment reported as stolen or lost.	1 Member State Colombia

PART 2: ANSWERS UPDATED TO 2023

Updated responses were received from the following seven Member States:

1	Brazil
2	Colombia
3	Costa Rica
4	United States of America
5	Paraguay
6	Peru
7	Dominican Republic

1. Numbers of devices reported as stolen and attacks on life or personal integrity

Below are the trends for the countries that updated the figures and have annual data available:

Brazil (millions)

Colombia (millions)

Costa Rica (thousands)

Paraguay (thousands)

Peru

The above curves show that in four of five Member States, the figures for handset theft over the last three years (2020 to 2022) are lower than those reported in previous years (2018 to 2019).

2. Technological advances being implemented, regulatory measures and/or government policies to discourage theft of mobile terminal devices and support for efforts of the public and private sectors in this regard.

Over the 2021-2022 period, the Member States that updated their responses showed progress in technological measures to combat theft of devices and the use of this type of terminal.

The United States of America reports that manufacturers that account for more than 85% of wireless smartphone sales in the United States are participating in CTIA's Voluntary Pledge Against Smartphone Theft, making tools available to remotely wipe and lock smartphones that are lost or stolen, and indicated that overall, reports of stolen devices have dropped significantly with the industry's efforts to combat thieves and malicious actors.

For its part, Costa Rica reported the number of procedures carried out after one year of active operation of the Cell Phone Validation Platform (PVC from the Spanish), which enables it to count the number of (unique) IMEIs blocked by invalid TACs due to theft/robbery, and those making up the Costa Rica's Negative List. Its new End User Protection Regulation (effective as of September 22, 2023) included the

obligation of operators not to activate or allow terminal equipment that does not have a unique IMEI code to operate on their networks, and the commitment to temporarily suspend mobile phone services as long as they remain associated with a duplicate IMEI.

Peru continues to implement the National Mobile Terminal Equipment Security Registry, which began in 2018 and whose third phase ends in October 2023. This registry makes it possible to control stolen, lost, recovered and adulterated (invalid or duplicate) IMEI equipment and to restrict its operation both domestically and throughout the Andean Community.

The Dominican Republic reports that its protocol for activating new lines includes biometric checks in addition to registering applicant identities. Its new regulations as of 2021 include querying and reporting to international databases, and blocking devices with altered or invalid series as well as those reported as stolen or lost.

Colombia is implementing a process of "Simplifying the regulatory framework to restrict stolen terminal devices," whose purpose is to review current measures for detecting and controlling stolen, lost and adulterated devices and for checking the relevance of sustaining, modifying, withdrawing or complementing applicable regulatory measures.

CONCLUSIONS

1. The measures with the highest level of implementation by the Member States (in around 86% of those who answered the questionnaire) are those associated with: i) national negative lists shared for blocking mobile terminal equipment with a report of theft or loss, ii) website for consultation of blocked identifiers, and iii) exchange and blocking of identifiers that have been reported in other countries in the region.

2. To a lesser extent (in 36% of the Member States that answered the questionnaire), processes for detecting and blocking mobile terminal equipment with tampered or duplicated identifiers have been implemented.

3. In some Member States, measures related to controls on the sale, import, and export of mobile terminal equipment with a report of theft or loss have been implemented.

4. The use of anti-theft applications by end-users of mobile terminal equipment is not being promoted to a great extent.

5. The way in which cases of theft or robbery of terminals are recorded varies among the Member States, showing a dependence on the information received from judicial or police authorities, making it difficult to count and track trends uniformly.

6. The data available from some of the Member States show that reports dropped in 2020 and 2021 as a result of confinement due to the Covid-19 health emergency. However, most States that kept annual data and updated their figures to 2023 observed a downward trend in theft relative to the years prior to the pandemic.