



Restoring Trust in Communications
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The global Telecom ecosystem: Industry, Regulators and Law Enforcement together against fraud

Telecom Regulators, Industry Organizations and Law Enforcement Agencies discuss how the Telecoms ecosystem plays a decisive role in preventing, detecting, stopping and tracing Voice and Messaging enabled fraud, through global multi-stakeholder cooperation.



Tuesday, March 17, 2026



Room M7, VIC, Vienna



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Moderator: Philippe Millet
Chair, One Consortium



Amy Jordan
Strategy & Delivery Director
OFCOM (UK)



Javier Gutiérrez Afanador
Commissioner, Comisión de Regulación
de Comunicaciones (Colombia)



Martin Kähl
Specialist Policy & Development,
Europol EC3



Katia González
Vice Chair, One Consortium



Stacy Graham
Vice President, Communications Fraud
Control Association (CFCA)

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Philippe Millet, Chair,
One Consortium

Two sides of a coin



How does Telecom contribute to the fight, globally?

Prevent, Detect, Stop and Trace Fraud

in complex and fragmented ecosystem

through cooperation and harmonization

Effective regulation to tackle fraudulent mobile messages and calls

Amy Jordan, Director,
Strategy & Delivery, Ofcom

- 1) Ofcom works to **protect users from fraud and scams across all the services that we regulate**: telecoms, online user-to-user services (e.g. social media, online messaging) and online search.
- 2) In telecoms, regulation **stops criminals from using phone numbers** and reduces the likelihood that people receive **fraudulent calls and mobile messages**.
- 3) We also work with telecoms providers, online services, UK Government, law enforcement and regulators to **improve data-sharing**. International cooperation is essential.
- 4) Next steps:
 - Strengthening rules on **spoofing UK mobile numbers from abroad** and **combatting fraudulent mobile messages**
 - Working with UK Government and industry to improve processes to identify **how scam calls enter the UK** (traceback)
 - Working with industry and law enforcement to **capture the right data from victims** about how criminals use communications services and evade protections

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www.crc.com.gov.co

Speaker: Javier Gutiérrez Afanador, Communications Commissioner, Communications Regulatory Commission (CRC), Colombia

Prevention of Telephone Spam and Unwanted Messages

AXIS 1



SMS

AXIS 2



Voice Fraud Mitigation

AXIS 3



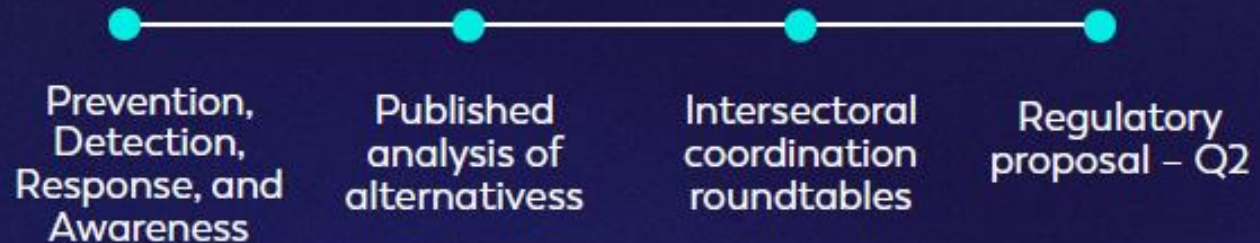
Educational Actions

AXIS 4



Simplification

Regulatory project against fraud



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Martin Kähl, Specialist,
Europol EC3

THE GLOBAL THREAT



EUR 850 MILLION

Lost worldwide annually
(Spoofing-driven Fraud)



PRIMARY VECTOR

Up to 64% of reported fraud
(Phone calls and text)



NETWORK POISONING

Up to 90% of international calls
fraudulent (EU MS in 2021)



THE PROBLEM

Spoofing is easy to deploy but
hard to trace (LEAs cross-
border-investigation)

STRATEGIC PILLARS



TECHNICAL HARMONISATION

Develop traceback
mechanisms, standardised
signalling checks



REGULATORY CONVERGENCE

Harmonise legal frameworks,
mandate service provider
validation, define blocking
responsibility



COLLABORATIVE ACTION

Real-time info sharing (bypass
slow legal processes)
Unified ecosystem (LEAs, ISPs,
SPs, NRAs)

EVOLUTION & ACTION



BEST-PRACTICES-MODEL

Direct inter-operator validation,
block unverified international
using national numbers



KYC & KYT

Strengthen KYC & KYT
Combat SIM-based Scam
Resource Subleasing



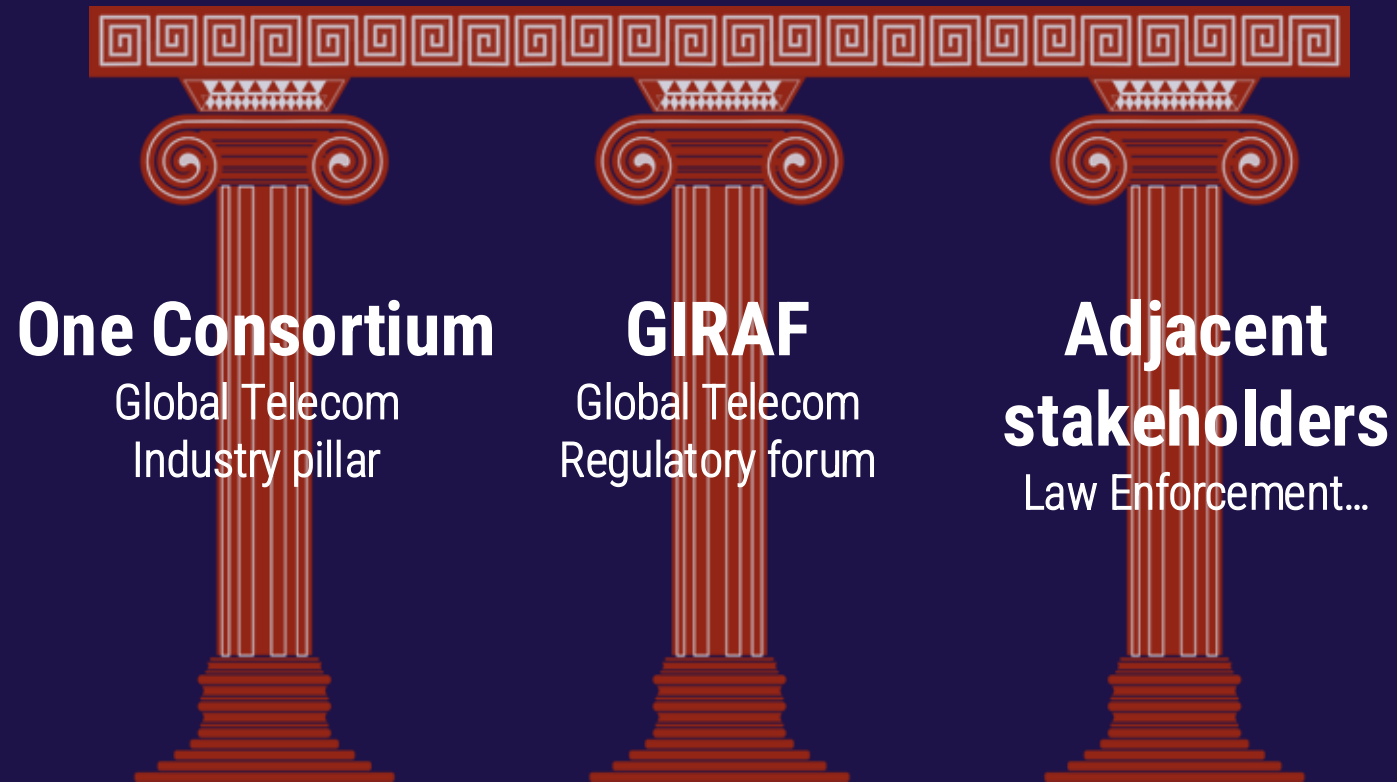
STRATEGIC ALIGNMENT

Integrate defences (PROTECTEU-
strategy, DNA)
Safeguard digital trust
Combat organised crime

Restoring Trust in telecommunications through multilateral collaboration

Katia Gonzalez, Vice Chair,
One Consortium

The Restore Trust initiative



Joint, harmonized, recommendations to build the global Telecom response

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Stacy Graham, VP,
Communications Fraud
Control Association

Fraud Education & Learning

Consumer and Business Fraud Education

Fraud Intelligence

Fraud insights and fraud intelligence data sharing

Fraud Prevention Collaboration

Monthly KNOW Sessions, Working Groups

Networking to Tackle Fraud

Talking fraud face to face three times a year

Consumer Awareness and Education

Sharing educational material, with all telecommunications carriers, to help educate consumers on how to protect themselves from being victims of fraud.



Global Fraud Loss Survey

Providing insights and visibility on the global fraud threats impacting the telecom industry and what fraud teams are doing to protect their businesses and customers, as well as provide future predictions on fraud threats.

Fraud Index & Dictionary

Designed for cross-industry education to provide understanding and clarity of terminology, phrases and acronyms used in the telecommunications industry and by fraud departments.



Account Takeover Fraud Loss Survey

Providing insights and intelligence on topical fraud threats impacting the telecom and other cross-industries. Account Takeover is a major threat impacting consumers and businesses.



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**Fraudsters operate from anywhere to anywhere,
with near impunity**

- **How critical is cooperation & harmonization in the global Telecom ecosystem ?**
- **What can we achieve together – that we can't on our own ?**

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Any comments or questions ?

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Thank you!



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