

## Code of Conduct for International Carriers to take leadership in the prevention of fraudulent traffic (Voice)

### **Principle 1 - Targets and Monitoring**

#### **Targets for prevention of fraudulent traffic to be included within management reporting**

Carriers will include in their internal management reporting dashboards relevant metrics and targets to all top executives to understand, and oversee, all activity to reduce fraudulent traffic flows.

### **Principle 2 – Processes**

#### **Carriers to adhere to i3Forum recommended processes to detect and avoid fraud**

Carriers will adopt the definitions and recommendations to avoid fraudulent traffic specified in “Fraud Classification and Recommendations on Dispute Handling within the Wholesale Telecoms Industry – Release 3.0” and shall use their reasonable efforts to support the investigation of suspected fraud.

### **Principle 3 – Destinations**

#### **Identified fraudulent number ranges and destinations to be blocked**

Carriers will actively monitor their individual traffic patterns to identify fraudulent number ranges and destinations, and take appropriate measures individually to block traffic as soon as technically feasible.

### **Principle 4 – Payment Flows**

#### **All reasonable action to be taken to avoid payment flows to the instigators of fraudulent traffic**

Where the instigators of fraudulent traffic have been identified beyond reasonable doubt, carriers will individually seek to stop payment flows as soon as technically and commercially feasible subject to any relevant legal obligations. The originating carrier will remain responsible for the fraudulent traffic and financially liable in case the payment flows cannot be stopped by the downstream carrier(s).

### **Principle 5 – Reporting**

#### **Commitment to share information regarding fraudulent traffic flows with carrier peers**

Carriers will actively share information on fraudulent traffic and its origination, where permissible, subject to anti-trust legislation and commercial constraints, with all potentially impacted peers.

### **Principle 6 – Contracting**

#### **Adoption of standard contracting terms addressing fraudulent traffic management**

Carriers will adopt, once available, standard contracting terms developed by the i3 Forum for the management of fraudulent traffic and subsequent dispute resolution.



**Principle 7 – Commitment to reduce IRSF**

**Commitment to reduce international revenue share fraud (IRSF)**

Carriers who directly breakout special number ranges for revenue share purposes, including “special services” and audiotext i.e typically higher rate destined for content related services, will clearly outline in their rate sheet that they contain such breakouts and offer customers the ability to “opt out” of such ranges prior to engaging in voice traffic. Intermediary operators will not be accountable if they are not aware of these breakouts.

*By signing this Code of Conduct, companies commit to ensure their organisations adhere to the seven principles. This Code of Conduct does not alter the Carriers’ responsibility to comply with relevant regulations, nor does it limit or alter the Carriers’ contractual rights and obligations*