Code of Conduct for International Carriers to take leadership in the prevention of fraudulent traffic

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 i3 Forum 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 Handing within the Wholesale Telecoms Industry – Release 3.0" and shall use 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 fraudulent 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, contractual and regulatory obligations 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.

By signing this Code of Conduct, GLF members commit to ensure their organisations adhere to the six 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