



NEWS RELEASE

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Internet Telephony Services Providers' Association

The Voice of Advanced Communications

ITSPA develops telephony fraud reporting guidance

12th May 2015 – ITSPA, the UK's voice for the VoIP and next generation communications industry, today launched guidance for its membership on how to report telephony fraud to UK law enforcement agencies. The trade association has been working closely with Action Fraud, the UK's national fraud and cybercrime reporting centre to improve the fraud reporting process for Communication providers.

Service Providers are being encouraged to report fraud that they experience on their networks via the online reporting tool which is hosted on the Action Fraud website. This guidance was first shown to members at the ITSPA Spring Workshop on 29th April and ITSPA will be encouraging participation in the coming months.

Telecoms fraud is estimated to cost the industry over \$46bn per year globally and a clear problem identified is the lack of successful prosecutions in this area. This can in part be attributed to frauds being routinely unreported by the industry.

ITSPA's Operations Group Chair David Cargill stated "Tackling telephony fraud is a main priority for ITSPA. Whilst fraud is nothing new, different techniques develop on a regular basis and ITSPA is committed to ensure our members remain fully on top of the latest threats. We are continuing to build the relevant relationships with various law enforcement groups to build the necessary communication channels and help tackle this problem collaboratively. The Action Fraud guidance tool is a simple, fast and confidential tool that both ITSPA members and the entire communications industry should be aware of to help tackle this ongoing problem."

Action Fraud spokesperson, "Action Fraud have welcomed the dialogue with ITSPA in recent months and look forward to both organisations working together even more closely in the future. The better telephony fraud is reported, the clearer law enforcement organisations can be in dedicating resource and developing successful methods for investigating these crimes."

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Note to editors:

About ITSPA (www.itspa.org.uk)

ITSPA is the UK's industry body for Internet Telephony Service Providers. Founded in 2004, with over 60 members, ranging from the largest Tier one operators to the new entrants, providing services to millions of consumers and businesses.

About VoIP

Internet Telephony is the ability to make voice calls over any Internet Protocol (IP) connection, particularly broadband, using Voice over Internet Protocol (VoIP). IP Communications also enable a rich multi-media set of advanced services, including Video, High Definition Sound, Instant Messaging and Presence. Internet Telephony Service Providers can provide regular and enhanced phone line services – often at substantial cost reductions.

About Action Fraud (www.actionfraud.police.uk)

Action Fraud is the UK's national fraud and cyber crime reporting centre, providing a central point of contact for citizens and businesses. The National Fraud Intelligence Bureau also hosted by the City of London Police, acts upon the information and crimes reported to Action Fraud, developing and disseminating crime packages for investigation locally, regionally and nationally, and executing a range of disruption and crime prevention techniques for victims across all sectors to target criminality and engineer out the threat from fraud and cyber crime.