

New Measure to Combat Fraudulent Calls

Telecommunications Users and Consumers Advisory Committee

29 June 2023



OFCA Combats Fraudulent Calls

- **OFCA has been adopting a multi-pronged approach in collaboration with law enforcement agencies to combat fraudulent calls**
 - ▣ In September 2022, OFCA, Police and telecommunications operators **set up a Working Group** to combat these calls **from telecommunications perspectives**
 - ▣ **To devise and implement effective measures** in combating fraudulent calls and messages delivered through telecommunications networks
 - ▣ To safeguard the integrity of telecommunications services and the security of communications networks

Sending Alerts for Incoming “+852” Calls from outside Hong Kong (1 / 2)

- Suspicious calls originating from outside Hong Kong using caller number prefixed with “+852” may trick the called party into believing that the calls are made from local phone numbers
 - ❑ Starting from 1 May 2023, all mobile service providers are sending a **standard voice alert or text alert** for incoming “+852” calls
 - ❑ **“Call is from outside Hong Kong. Beware of deception”**
 - ❑ Voice alert is spoken in Cantonese, Putonghua and English
 - ❑ Text alert is written in English and Chinese



Sending Alerts for Incoming “+852” Calls from outside Hong Kong (2 / 2)

- **TV and Radio Announcements**

- https://www.ofca.gov.hk/en/consumer_focus/galley/video/index_id_98.html

- **Poster**

- <https://www.ofca.gov.hk/filemanager/ofca/Publicity/en/upload/61/Poster.r.pdf>



Blocking Transmission or Delivery of Suspicious Calls

“Code of Practice in relation to Calling Line Identification and Other Calling Line Identification Related Services” (CoP for CLI)

The Communications Authority, having consulted relevant operators, **amended the CoP for CLI** to stipulate that fixed, mobile and external telecommunications service operators from April 2023 shall **identify and block suspicious calls originating from outside Hong Kong**



Suspension of Telecommunications Services of Local Mobile Phone Numbers involved in Scam Cases

- Even if the caller number display has no "+" sign and shows an 8-digit Hong Kong phone number, it may still be a fraudulent call
 - With OFCA's coordination, Police and mobile service providers concerned had established a protocol
 - Mobile service providers will **suspend telecommunications services of local mobile phone numbers that are suspected to be used for making fraudulent calls** based on information provided by Police



Code of Practice on Management of Scam Calls by Mobile Service Providers (1)

- The Communications Authority issued the “Code of Practice on Management of Scam Calls by Mobile Service Providers” on 21 April 2023
- It provides practical guidance to mobile service providers (MSPs) in managing suspected scam calls made from local mobile networks and systems, as well as ensuring the efficient and reliable operation of mobile networks and systems
- It shall be observed and complied with by all MSPs
- The Code of Practice will take effect on 30 June 2023



Code of Practice on Management of Scam Calls by Mobile Service Providers (2)

- MSPs shall:
 - **Monitor** calls originating from their networks and systems, and prevent the use of individual local telephone numbers from generation of scam calls
 - take appropriate actions to **suspend** the relevant telecommunications service/function of the local telephone numbers upon identification of **suspected scam call patterns**
- The user concerned may request MSP to **resume** the suspended telecommunications service/function. The user shall provide information used for completing the real-name registration of the SIM card for verification by the MSP, and a statement explaining the use of the suspended local telephone number and the purpose of the calls

Thank You

