

Press release – 18<sup>th</sup> October 2021

## **GLF launches process to attest international carriers' compliance with the industry's Code of Conduct against fraud**

*19 international carriers are certified as compliant with the principles of the GLF Code of Conduct*

**18<sup>th</sup> October 2021:** The ITW Global Leaders' Forum (GLF), a leadership body of the international carrier industry, today published the names of the organisations that had been attested as being compliant with the GLF Code of Conduct to prevent fraud in international telecommunications. Details of the process and the results are included in GLF's fourth annual report on the status of fraud in international telecoms industry available here: [www.itwglf.com](http://www.itwglf.com)

The purpose of the formal attestation process is to help the Code of Conduct signatories to assure they have the necessary capabilities and systems in place to comply with the principle of the Code of Conduct. Furthermore, it provides third parties an independent verification of the carrier's capabilities to actively fight fraud, and their commitment to:

- Actively monitor and report on fraudulent activity;
- Assist in the investigation of fraud;
- Take the appropriate and swift steps to stop payments to those who commit fraud;
- Implement standard contractual clauses to harmonise the treatment of fraud across the industry

The attestation was done independently by the GLF organization and supported by Delta Partners and it involved the assessment of the responding carrier's current systems, processes and policies against agreed benchmarks set in accordance with each of the six principles of the Code of Conduct. Each response was further verified by evidence.

The carriers who have been confirmed as compliant with the GLF Code of Conduct are:

- A1 Telekom Austria
- Bharti Airtel
- BICS
- BT
- BTS
- Colt Technology Services
- Deutsche Telekom Global Carrier
- Etisalat
- iBasis
- Identidad Technologies
- IDT
- LANCK Telecom
- Orange
- PCCW Global
- Sparkle
- Tata Communications
- Telefónica Global Solutions
- Telstra
- Vodafone

Franz Bader, Director Wholesale for A1 Telekom Austria and the lead of the GLF working group against fraud said: "This year's GLF Fraud Report marks a significant milestone for the international carrier industry as we are publishing the names of carriers that are taking action to seek to minimise and

eradicate fraud on their networks. I am proud that within this report we can name the first international carriers that have passed the GLF Anti-Fraud Code of Conduct Attestation process. It is important that, as an industry, we shine a light on the work that these carriers are doing to minimise the prevalence and impact of fraud as well as encourage more carriers to follow their lead.”

Jussi Makela Director of the GLF, said: “The publication of the 2021 GLF Fraud Report, together with the outcome of the Code of Conduct attestation process is a major step for both the GLF and the international carrier industry. The whole process was launched following calls from the industry itself that we need to do more to show that we actually implement the principles of the Code of Conduct and not just talk about it. This report is a proof that the carrier community is taking real action and I hope more organisations will take part in attesting their commitment to fight fraud in the coming years.”

### **About ITW Global Leaders’ Forum**

*The ITW Global Leaders’ Forum (GLF) is a network of leaders from the world’s largest international ICT service providers, who convene to discuss strategic issues and to agree on collaborative activities. Their aim is to uphold the principle of interoperability and ubiquitous international and technological coverage. The international wholesale industry is a critical part of the global ICT ecosystem, providing the backbone that enables digital services to be distributed around the world. The GLF’s primary objective is to provide leadership and direction for the industry by advocating common priorities that improve interconnectivity so that new digital services can be delivered at scale anywhere in the world. Please visit [www.itwqlf.com](http://www.itwqlf.com) for more information.*

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