

## **M<sup>3</sup>AAWG Voice and Telephony Abuse SIG Kickoff:**

### **Meeting Summary & Workplan**

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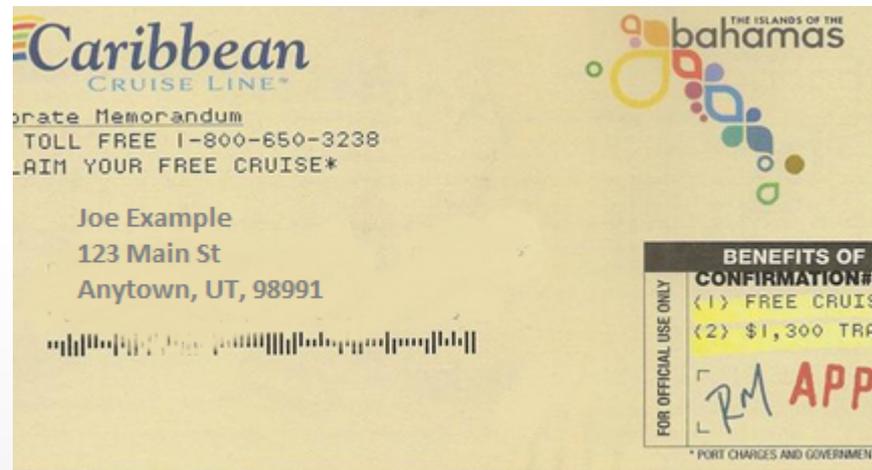
# What is M3AAWG and What Does it Do?



- What is M<sup>3</sup>AAWG? -- An anti-abuse forum.
  - Industry-led non-profit forum for service providers
  - Formed in 2003 to fight email spam
  - Expanded to address malware, mobile messaging and now voice
- What does M<sup>3</sup>AAWG produce?
  - Best practices docs
  - Education
  - Requirements for standards (but not standards)
  - Collaboration

# The Telephony Abuse Problem

- Robocalls from Rachel
- Swatting
- Telephone DoS Extortion
- Bahamas vacation
- Fake PC support scams



"U just Won," the cell phone text message reads, according to Verizon Wireless. "You just won a cruise to the Bahamas." It then tells the recipient to call a toll-free number, apparently to claim the prize.  
ABC News – 2005

# Similar to Email, Malware & Internet Abuse

- Same criminals
- Same abuse categories (phishing, scam, spam, DoS, ...)
- Different media abused interchangeably (voice, text, email, ...)
- The near future holds increasing convergence
  - VOIP, VoLTE, RCS next-generation mobile messaging



Text, voice  
or email,  
that is the  
question...

Mitigation requires a holistic approach

# VTASIG's Creation



- Why is M3AAWG tackling this problem?
- Voice and Telephony Abuse SIG (VTASIG)
  - A M<sup>3</sup>AAWG committee formed in November 2013
  - Current Leadership:
    - Alex Bobotek, AT&T (Co-Chair)
    - Mustaque Ahamad, Georgia Tech (Co-Chair)
    - Jonathan Curtis, CRTC (Secretariat)
- Sign up for VTASIG mailing list at:

<http://www.m3aawg.org/group/voice-and-telephony-abuse-sig>

# M3AAWG VTA SIG Charter



- Leverage and expand M3AAWG expertise
  - Education,
  - Best practices documents,
  - End user reporting, feedback loops and collaborative solutions
  - Requirements for candidate standards.
- Scope:
  - Services with connections to the global public telecommunications network which use telephone numbers as a primary endpoint address.
- Operating Procedures
  - Open to M3AAWG members and vetted non-members
  - The group meets at scheduled M3AAWG Meetings as well as ad hoc teleconferences and face to face events.

# VTASIG Meetings/Workshops



- Kickoff Workshop held in San Francisco on Feb 20 & 21, 2014
- ~ 80 attendees from North American carriers, regulators, security vendors and government security agencies
- Agenda at: <http://bit.ly/1l06wCT>
- Sessions:
  - Telephony abuse scope, examples and characteristics
  - Current defense methods
  - End user reporting and data sharing
  - Medium and long term solutions
- Next meeting: June 5/6 in Montreal (tentative)

# VTASIG Activities/Subgroups

- End user unwanted call reporting
  - Vertical service (“Star”) code ‘\*50’ development
  - Requirements for reporting via in-phone UA standards
- Complaint data sharing
  - Best practices
  - Collaboration
  - Requirements for data sharing and feedback loops
- Call tracing
  - Best practices
  - Collaboration
  - Requirements for data sharing and feedback loops
  - Backtrace methods, models and requirements for standards
- Honeypot working group
- Service provider working group

# VTASIG Future



- Communications: [vtasig@mailman.m3aawg.org](mailto:vtasig@mailman.m3aawg.org)
- M3AAWG Members:
  - Register for an account at [www.m3aawg.org](http://www.m3aawg.org)
  - Join the VTASIG group
- Non-members – sign the paper list

To reach the chairs:

[vtasig-chair@mailman.m3aawg.org](mailto:vtasig-chair@mailman.m3aawg.org)

# VTA SIG Future



- Meetings
  - June 5/6 in Montreal (tentative)
  - June 12/13 in Brussels (possible)
- Sign up for VTASIG mailing list at:  
<http://www.m3aawg.org/group/voice-and-telephony-abuse-sig>
- To reach the chairs:  
[vtasig-chair@mailman.m3aawg.org](mailto:vtasig-chair@mailman.m3aawg.org)