TACKLING MOBILE PHONE THEFT IN THE UK

A partnership approach

Mobile Phone Industry

Police & Government

Home Office
BUILDING A SAFE, JUST AND TOLERANT SOCIETY

dti

NATIONAL MOBILE PHONE CRIME UNIT

MOBILE INDUSTRY CRIME ACTION FORUM

IMMOBILISE PHONE CRIME
www.immobilise.com

IMMOBILISE PHONE CRIME
www.immobilise.com
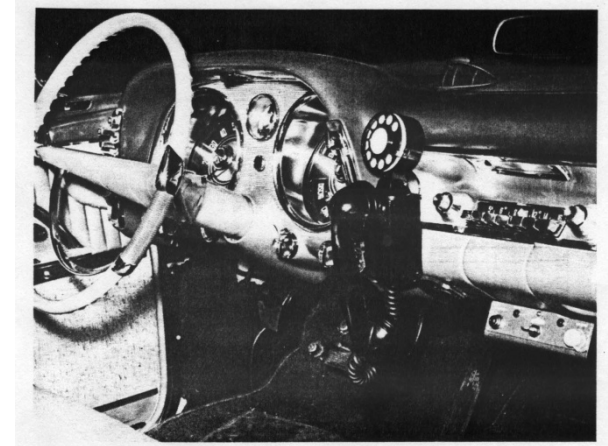
LOOK – NO WIRES!

WHERE IT ALL BEGAN

INDUSTRY	AUTHORITIES	GOVERNMENT

60's

70's

80's

90's

2000's

INDUSTRY

GSM A

Crime Action Group

FCS Crime Prevention Inspectorate

TUFF

MICAF

AUTHORITIES

ACPO CRIME COMMITTEE
POLICE
AND
TELECOMMUNICATIONS INDUSTRY
STRATEGY GROUP

Police Central Points of Contact

ACPO DCG

SPOC Regime
Accredited Officer Regime

NMPCU

GOVERNMENT

OFTEL
DTI
HOME OFFICE

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Telecommunications Act, 1984

Data Protection Act, 1984

RIPA – 2000

Mobile Phone Reprog Act 2002

Home Office/DTI/OFCOM

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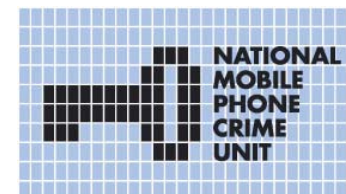
TACKLING MOBILE PHONE THEFT IN THE UK

THROUGH PARTNERSHIP

MOBILE PHONE INDUSTRY/POLICE/GOVERNMENT

Home Office
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NATIONAL
MOBILE
PHONE
CRIME
UNIT

THE Carphone Warehouse
COMMUNICATION CENTRES

BT

NOKIA
CONNECTING PEOPLE

BenQ·SIEMENS

phones 4u

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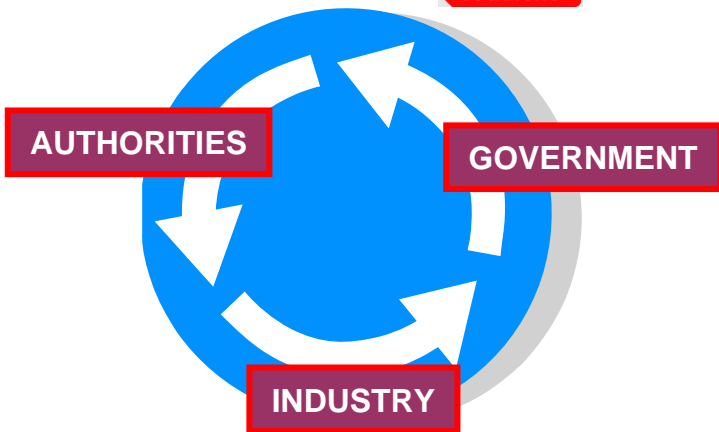
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In January 2001, A Steering Group Was Set Up Under The Chairmanship Of The Home Secretary (Jack Straw) Bringing Together All The Parties To See What Could Be Done To Address The Problem Of

MOBILE PHONE THEFT

Improving Co-operation Between The Industry And The Police And The Government

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The group agreed to pursue three main strands of activity:

Improving Co-operation Between The Industry And The Police And The Government

Enhancing Security Features And Practices For Current And Third Generation Mobile Phones

Raising Public Awareness Of Existing Mobile Phone Security Features And How Owners Can Protect Themselves From Being Victims Of Robbery

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MICAF is representative of all major players in the mobile communications Industry.

Its major aim is to enable member companies to come together in order to provide a common front when addressing the many issues relating to Mobile phone theft and abuse. It operates on 2 main levels:

- **Provides a platform for common action**

- **Enables individual members to learn from and pass on experience**

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MOBILE INDUSTRY
CRIME ACTION FORUM

IMMOBILISE PHONE CRIME
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Benefits for Government and the Police

- **Ease of contact**

- **Speed of response**

- **Co-ordination**

  - **one industry voice**

  - **progressing action**

- **Dissemination**

Enhancing Security Features And Practices For Current And Third Generation Mobile Phones

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CRIME ACTION FORUM

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SECURITY PRACTICES

Shared database of stolen mobile phones (IMEI numbers)/Central Equipment Identity Register (CEIR) *

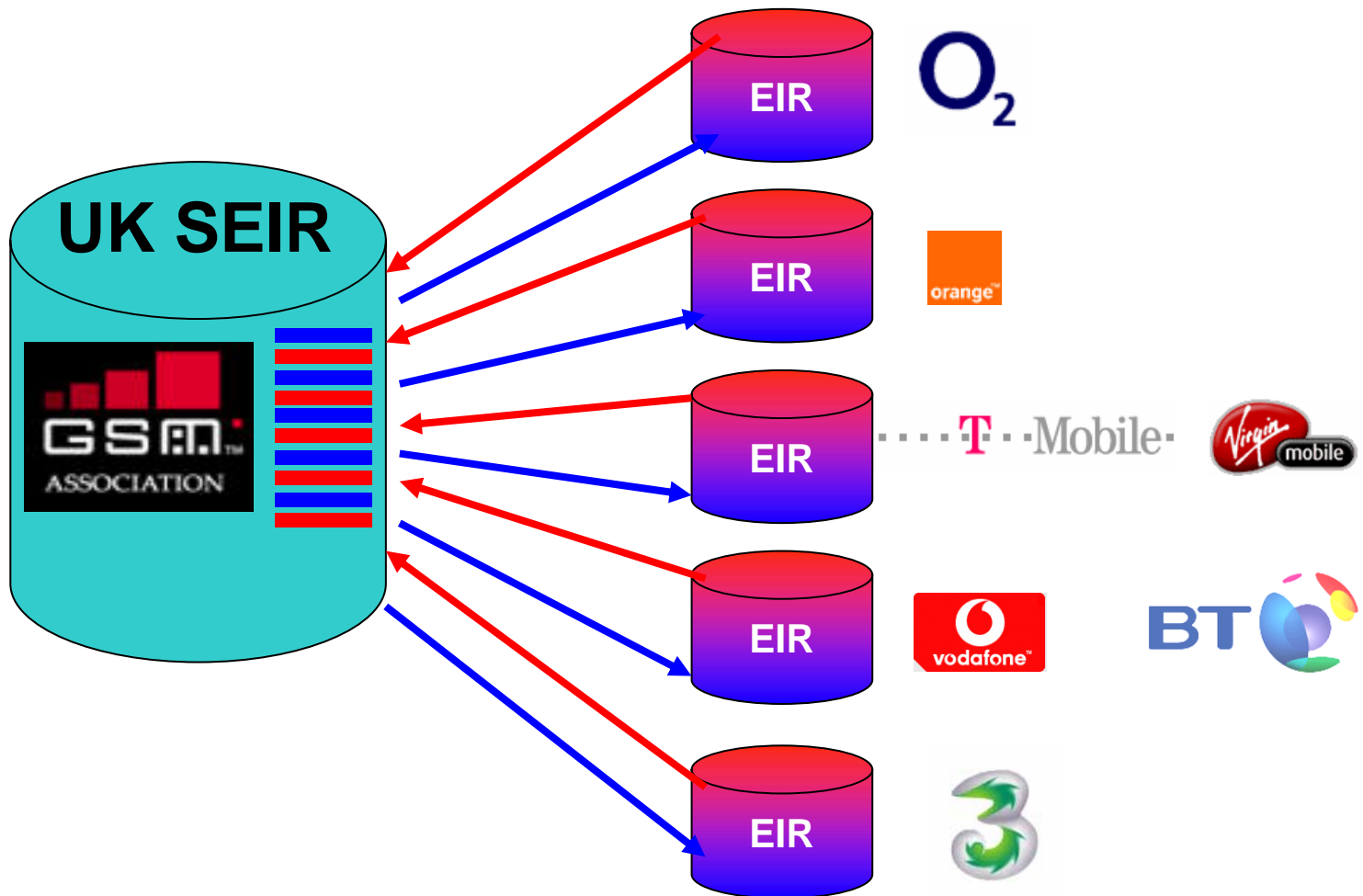**New criminal offence of re-programming mobile phones**

Hard coding of the IMEI within the handset*

Crime prevention campaign*

Tackling bogus reporting

Action at EU-level and Beyond

THE SHARED EQUIPMENT IDENTITY REGISTER AND EQUIPMENT IDENTITY REGISTERS OF THE UK NETWORKS

SEIR DEPENDENT ON IMEI NOT BEING RE-PROGRAMMED

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Raising Public Awareness Of Existing Mobile Phone Security Features And How Owners Can Protect Themselves From Being Victims Of Robbery

O2   orange   ····T··Mobile·   vodafone   Virgin mobile   3

1/2m mobiles blocked to beat thieves

D.MAIL 5/3/03

By Ben Taylor
Crime Correspondent

ALMOST 500,000 lost or stolen mobile phones have been put out of action under a new scheme to beat thieves.

The major mobile networks have shared information to bar 440,000 missing handsets from making or taking calls.

Before the initiative, stolen phones plugged in to one network could easily be reactivated on a different one.

was after her mobile in Walthamstow, North-East London.

Details also emerged yesterday of a man who was stabbed 25 times for his phone. Engineer Glyn Darkin, 25, was attacked in Islington, North London, last May. His attacker was jailed for eight years.

So far this year street crime has

STOLEN PHONES
DON'T WORK ANYMORE

Call your network or 08701 123 123 to get your stolen or lost phone blocked across every network.

IMMOBILISE
PHONE CRIME

400,000 mobiles disabled in battle against muggers

By JOHN STEELE
CRIME CORRESPONDENT

MORE than 400,000 lost or stolen mobile telephones have been disabled in the past six months under a scheme between police and the telephone industry to beat street crime.

The theft of mobile telephones is a leading driving force behind muggings and snatches of property on city streets, particularly involving schoolchildren robbing schoolchildren.

About 2,700 were taken during January by street criminals in London alone. Home Office research shows that mobile telephones are involved in almost a third of all street robberies and an estimated 700,000 were stolen in 2001, many of them in bulk thefts.

The launch of the Immobilise Phone Crime scheme follows several years of public and private pressure from police and the Home Office to force the industry to improve security and make fewer phones less easy for thieves to use. This included, it is understood, threats from senior officers to campaign publicly to persuade parents not to buy telephones for children, a large part of the market.

The result is a national database of unique International Mobile Equipment Identity (EMEI) handset numbers, which have been blacklisted by companies after the telephones were reported lost or stolen.

A total of 440,000 have been barred since all the British telephone networks began sharing information on the database last October. They have been blocked across all networks, making them useless even if the SIM card, which contains the telephone's operating programmes, has been changed.

Yesterday, the industry, the Home Secretary and police launched a new phone number — 08701 123123 — which people can call when their handset is stolen or lost. The number will be promoted in a £1·5 million advertising campaign. A call will lead to the telephone being immediately blocked and victims of telephone-related crime are urged to report the theft as soon as possible.

All are aware, however, that re-programming EMEI numbers is relatively easy with the right technical knowledge.

The drive against the sale and re-use of stolen telephones, therefore, has been underpinned by the Mobile Telephones (Re-programming) Act 2002, which makes it a criminal offence to alter the EMEI.

Police in London have arrested 11 people for reprogramming stolen mobile telephones since it was made illegal under new legislation last October. There have been similar investigations in Lancashire and the West Midlands.

The Metropolitan Police Commissioner, Sir John Stevens, said: "The message is clear — that stolen mobile phones will not work. Anyone in the business of reprogramming mobile phones can also expect a prison sentence of up to five years."

Victim stabbed 25 times as robber seized phone

By RICHARD ALLEYNE

A YOUNG engineer spent four days in a coma after being stabbed 25 times by a street robber who wanted his mobile phone.

Glyn Darkin, 25, received wounds to his arms, chest and neck, one of them grazing his heart, when he refused to hand over the phone.

Yesterday as Clinton Noel, 21, of Bethnal Green, east London, began an eight-year sentence for attempted robbery and grievous bodily harm, Mr Darkin told how insult was added to injury when he was branded a racist at Kingston Crown Court by Noel — a charge rejected by the judge.

Mr Darkin, a car engineer who lives in Gloucester, was attacked as he talked to his girlfriend out with university friends in Islington, north London.

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OUT OF YOUR HANDS?

A CITIZENSHIP RESOURCE FOR KEY STAGE 3

IMMOBILISE PHONE CRIME

08701 123 123

www.outofyourhands.com

OUT OF YOUR HANDS? — TEXT ONLY VERSION

Together we can immobilise phone crime

IMMOBILISE PHONE CRIME

MOBILE INDUSTRY CRIME ACTION FORUM

Home Office

NATIONAL MOBILE PHONE CRIME UNIT

ENTER WEBSITE

IT'S YOUR CALL COMPETITION

CLICK HERE TO WIN £500!

£250 for the winning advert and a further £250 for your school

Closing date is Friday 9th December 2005

SITE REQUIREMENTS:
INTERNET EXPLORER 6+
NETSCAPE 7.1+
MACROMEDIA FLASH MX
WINDOWS MEDIA PLAYER 9
ADOBE ACROBAT 5+

800 X 600 SCREEN RESOLUTION

BEST EXPERIENCED WITH:
INTERNET EXPLORER 6+
PENTIUM II+
BROADBAND CONNECTION
32 BIT DISPLAY

1024 X 768 SCREEN RESOLUTION OR HIGHER

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**CD ROM for
11 – 14 Year olds
Sent to all Secondary
Schools**

**Web site for young
people**

www.immobilise.com
**Web site for registration
of Mobile phones by users**

IMMOBILISE ⚠

Login into your account

Username

Password

Login   Forgotten your details?

Tell me about immobilise?

REDUCING THE APPEAL TO STEAL

I want to register my phone or other property

Protect your property **FREE** by registering it before loss, theft or disaster.

I've had my mobile phone stolen - Report it now

> I do not have an immobilise account

> I have an immobilise account

I've had some other property stolen - Report it now

> I do not have an immobilise account

> I have an immobilise account

Check if an item has been reported stolen to immobilise

Check MEND
AVOID STOLEN PROPERTY

> Check Now

Recipero

MOBIL... ...USTRY CRIME A... ...ORUM
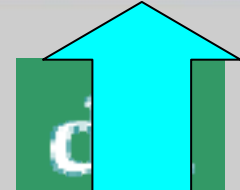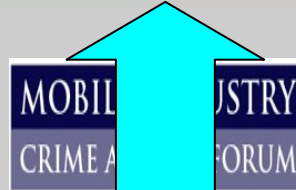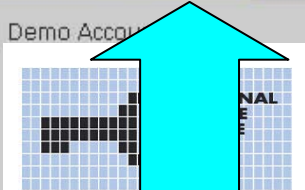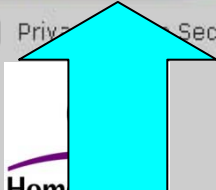
REDUCING THE APPEAL TO STEAL

WHERE TO NOW?

Each signatory to the charter will support the following:

✓ **The IMEI numbers, of handsets reported stolen to the Network, being blocked on all UK Networks in a timeframe agreed with the National Mobile Phone Crime _____ (PCU) and the Home Office.**

✓ **The establishment of a specialist marketing group** _____ phone theft, the industry's ability to block stolen phone _____ ers and promoting the ability to register mobile phone owner _____ perty database.

✓ **The provision of training and** _____ **and retail sales floor staff in respect of crime reduction and** f_____ aims.

✓ **Independe** _____ **and the drivers for mobile phone theft.**

✓ _____ **sting process to measure performance of the UKSEIR and** comm _____ dent validation of this process.

✓ **Prod** _____ **of an annual report, via MICAF, to review the effectiveness of the industry efforts,** _____ **trends in mobile phone theft and the relationship between the two.**

✓ **International co-operation in relation to the above objectives wherever appropriate.**
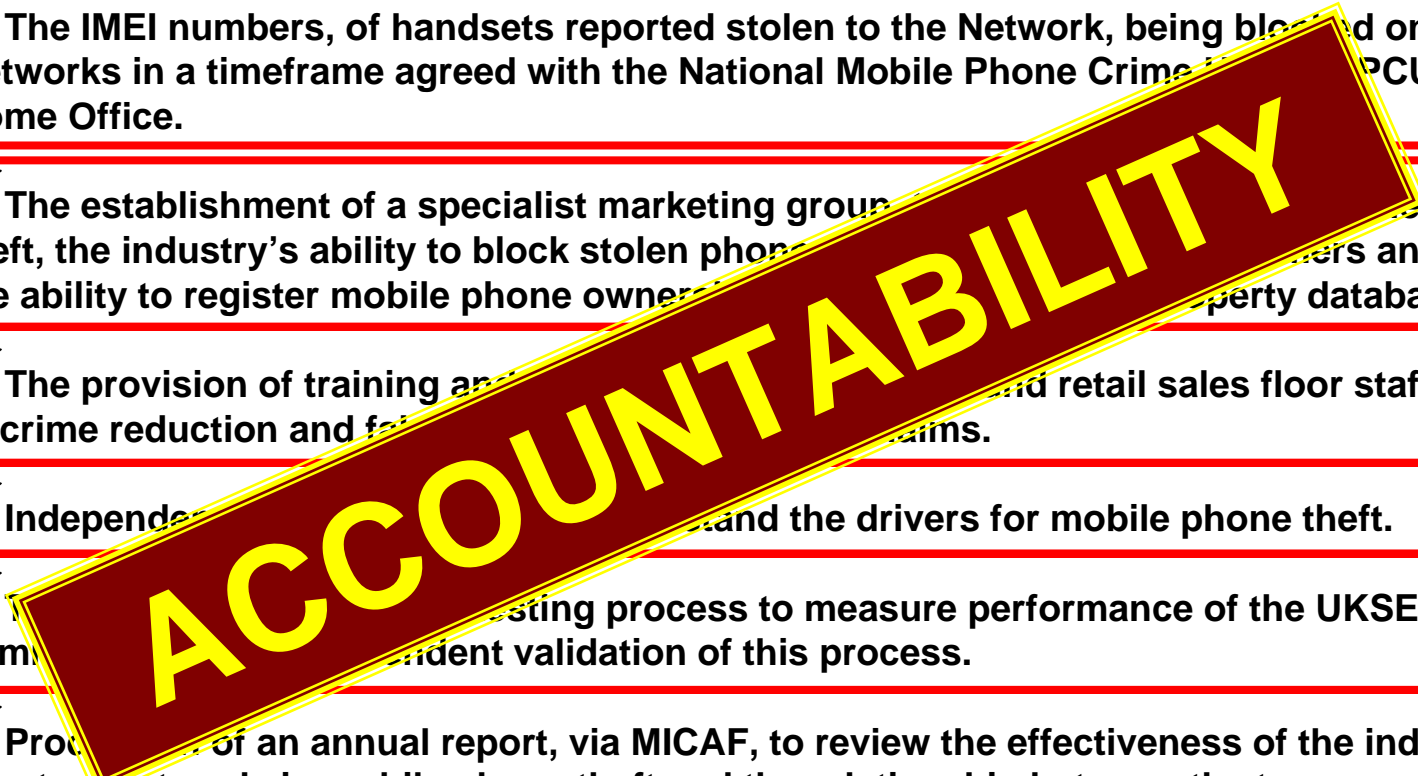
ACCOUNTABILITY

THROUGH PARTNERSHIP & GLOBAL COOPERATION

The World of GSM by Night

This map shows the relationship between GSM (Global System for Mobile communications) coverage and light pollution indicative of urbanisation. As of January 2007, GSM serves approximately 2.2 billion subscribers out of a global population of around 6.5 billion. GSM is the technology that underpins most of the world's mobile phone networks. The GSM platform is a hugely successful wireless technology and an unprecedented story of global achievement and cooperation. GSM has become the world's fastest growing communications technology of all time and the leading global mobile standard, spanning over 220 countries and regions.

The image of Earth's city lights was created with data from the Defense Meteorological Satellite Program (DMSP) Operational Linescan System (OLS). Originally designed to view clouds by moonlight, the OLS is also used to map the locations of permanent lights on the Earth's surface. The brightest areas of the Earth are the most urbanized, but not necessarily the most populated. Cities tend to grow along coastlines and transportation networks. The United States interstate highway system appears as a lattice connecting the brighter dots of city centres. In Russia, the Trans-Siberian railroad is a thin line stretching from Moscow through the centre of Asia to Vladivostok. The Nile River, from the Aswan Dam to the Mediterranean Sea, is another bright thread through an otherwise dark region. Even more than 100 years after the invention of the electric light, some regions remain thinly populated and unlit. Antarctica is entirely dark. The interior jungles of Africa and South America are mostly dark, but lights are beginning to appear there. Deserts in Africa, Arabia, Australia, Mongolia, and the United States are poorly lit as well (except along the coast), along with the boreal forests of Canada and Russia, and the great mountains of the Himalaya.
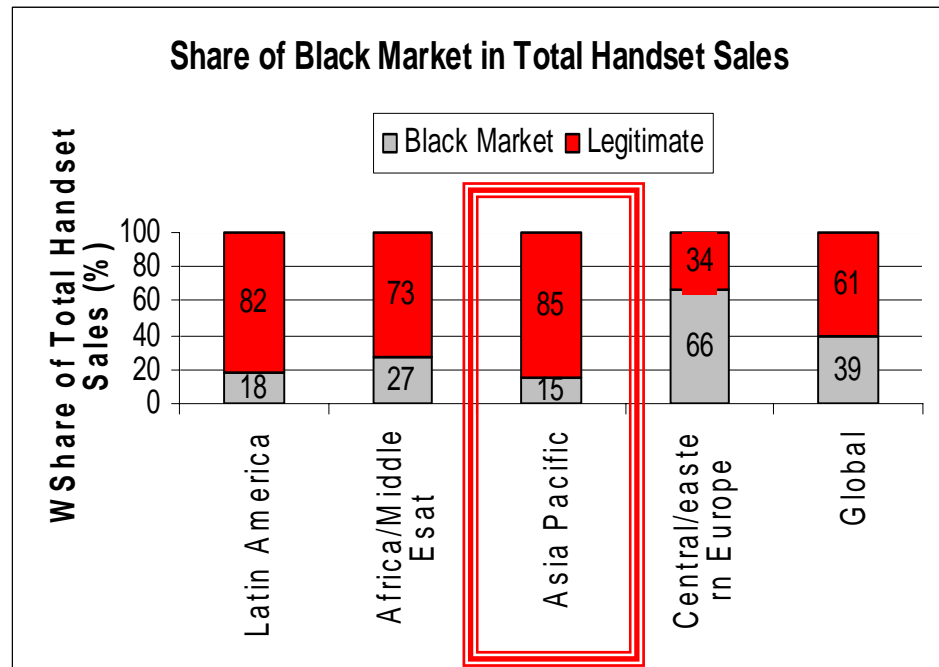
IMEI Weakness Reporting

- **Process agreed between GSMA and handset manufacturers to facilitate reporting and correction of IMEI security weaknesses**

- **Manufacturers invited to participate by signing participation agreement and non-disclosure agreements**

- **Supported by 14 of the world's leading manufacturers that currently represent 94% of European market**

- **Scheme launched in June 2004 and operators have been able to submit reports to GSMA since then**

- **Total of 45 reports referred to manufacturers by operators and 39 have been closed in full compliance with process – 6 are ongoing within the agreed 42 day period**

- **Regular reviews of scheme conducted and enhancements put in place where appropriate**

Industry Proposals on Way Forward

- 50 markets analysed in 4 regions

- 39% of all handsets sold in those markets in 2004 were via the black market

- Russia is highest with 90% black market sales

- Ukraine second with 85% of handsets sold in black market

Share of Black Market in Total Handset Sales

☐ Black Market ■ Legitimate

WShare of Total Handset Sales (%)

Region	Black Market	Legitimate
Latin America	18	82
Africa/Middle Esat	27	73
Asia Pacific	15	85
Central/eastern Europe	66	34
Global	39	61

SUMMARY

There Will Always Be Mobile Phone Theft

The Partnership Approach To Mobile Phone Theft

Compulsory Registration versus Voluntary Engagement

Where Legislation Can Assist

National Focus versus Global Responsibility

National Awareness Campaigns

- **Industry will continue to work on EIR/CEIR promotion**

- **Work will also continue on IMEI security initiatives**

- **Disruption of black market now critical to complement measures already taken**

- **Regulation likely to be unworkable and ineffective on a global level**

- **Threat of regulation unhelpful and distracts from efforts to mitigate the effect of real contributory factors**

- **Industry's self regulatory initiatives go way beyond what was envisaged or expected or what could be achieved by regulation**

IT IS NECESSARY FOR ALL STAKE HOLDERS TO ACTIVELY DISCUSS AND IDENTIFY WHAT IS BEST TO MEET THE NATIONAL REQUIREMENT

THERE IS NO SINGLE SOLUTION – THE SECRET IS TO PUT TOGETHER AS MANY PIECES OF THE JIGSAW AND FOR EVERYONE TO CONTINUE TO BE PROACTIVE IN THE FIGHT AGAINST MOBILE PHONE CRIME – AT ALL LEVELS

YES KEY STAKEHOLDERS HAVE A ROLE IN RESPECT TO LEADERSHIP BUT THE PROBLEM, CHALLENGE AND SOLUTIONS NEED EVERYONE'S SIGN UP

Acronyms and definitions included in this presentation

TUFF   –   The Telecommunications United Kingdom Fraud Forum
MICAF   –   The Mobile Industry Crime Action Forum
MPTSG   –   Mobile Phone Technical Sub Group
IMEI   –   International Mobile Equipment Identity Number
SEIR   –   Shared Equipment Identity Register
EU   –   Europe
NMPCU   –   National Mobile Phone Crime Unit
SEND   –   Stolen Equipment National Database
EICTA   –   Electronics Technology Industry Associations
GSMA   –   Global System for Mobile Communication Association
TCAM   –   Telecommunications Conformity Assessment and
             Market Surveillance Committee
CSA   –   Customer Service Agent
SIM   –   Subscriber Indentity Module
DOB   –   Date of Birth
PRS   –   Premium Rate Service
ACPO   -   Association of Chief Police Officers
SPOC   -   Single Points Of Contact
DTI   -   Department of Trade & Industry
OFTEL   -   Office of the Telecommunications Regulator