



"THE FORUM OF TRUST"

IN THE FRAME

THE REGULAR TUFF NEWSLETTER
PUBLISHED QUARTERLY



VOLUME 9 ISSUE 1

**JANUARY, FEBRUARY
& MARCH
2007**

ON THIS PAGE

The TUFF Board
of Directors
Changes in Com-
pany Law

INSIDE THIS ISSUE

ICSTIS
Launch New 2
Web Site

Quiz TV 2

TUFF
Launch New 3
Web Site

Conference
Roundup
2007 4

E-skills Sal-
ary Survey

TUFF BOARD OF DIRECTORS

The latter part of 2006 has seen a number of changes to the Board of Directors who look after the aims of the Forum. We have said farewell to Paul Nolan of OneTel, Debbie Lawrence of NTL and Jayne Savage of CW and welcome to Lewis Porter of Phones 4U who took over the reigns from Nick Martin who is now with T Mobile but still remains a Director, Rosalind Swift of Kingston Communications, Su Clinch of Verizon Business and Chris Hudson of Global Crossing, all of who bring a wealth of experience to this important role. The full Board now looks like this:

BOARD OF DIRECTORS

Andrew Brownlee	Talk Talk Direct	Chair
Morgan Ramsey	Vodafone	Deputy Chair/Chair Trg Group
Ian Drayner	BT	
Louis Groves	BT	
Earl Gardiner	Cable & Wireless	
Nick Martin	T Mobile	
Patricia Turner	Virgin Media	Telewest/NTL/VM
Lewis Porter	Phones 4 U	
Rosalind Swift	Kingston Communications	
Chris Hudson	Global Crossing	
John Scally	T Mobile	
Su Clinch	Verizon Business	
Jack Wraith	TUFF	

CHANGE IN COMPANY RULES

A change in the rules for company emails came into force on the 1st January 2007. Under the new statutory instrument it is now necessary to show certain information in both emails originating from within companies as well as web sites of those organisations who are registered with Companies House. The Company's registration number, The Company's place of registration along with the Company's registered address must now be shown on ALL business documentation including web sites and electronic documentation.

www.morleyandscott.co.uk/publish/3256/20070103105703CZ/index.asp?title=New-Important-Company-Law

Who are they?

A council for the registration of Practitioners in fields which may be called upon to give evidence in court cases.

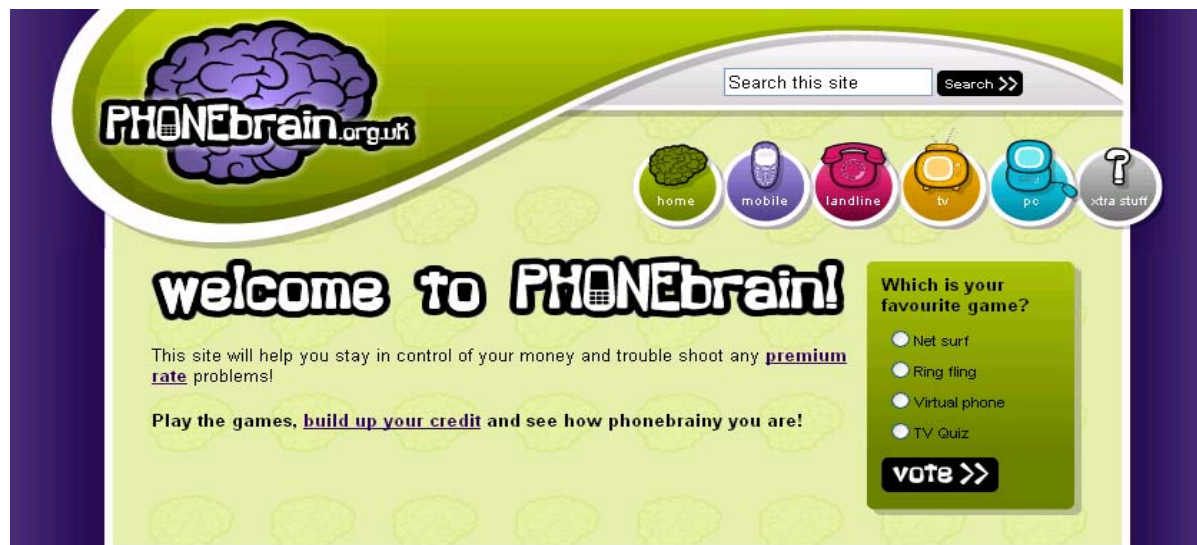
For example?

The obvious are fingerprints but the council also cover disciplines such as forensics, scenes of crime, computer examination etc.

What have they to do with telecoms?

Telecoms specialists are involved in the retrieval, identification and assessment of data held in telecoms equipment in general, but not always, this will apply to equipment connected to a public telecoms network –

Continued in right hand column on P3



65% of children between the ages of 8 and 15 years old now own a mobile phone and in most cases are more familiar with the product than their parents. However, their knowledge of premium rate services sometimes leaves a lot to be desired. They first they become aware when, they, or their parents, are faced with a hefty bill. ICSTIS has recognised this problem and to engage with young people and educate at the same time they have launched a specific web site at www.phonebrain.org.uk

Call TV Quiz Services

Call TV Quiz Services form part of a wider genre of Participation TV which tends to rely wholly or mainly on viewers paying for the opportunity to take part. Such services are typically not funded by advertising revenues but by alternative means such as (and not limited to) premium rate revenues.

There has been a considerable growth in these services which are enjoyed by many people and not all viewers are necessarily participants. As a consequence of a growing interest and increased complaints about these services, ICSTIS issued a Statement of Expectations on Call TV Quiz Services in January 2006. This clarified how ICSTIS would apply their Code of Practice to these services. Services that use premium rate as a form of payment need to be clear on the cost of taking part and transparent as to how the services work. There is a concern at present that this is not always the case with all Call TV Quiz Services. ICSTIS have made it clear that they would report on their findings and any regulatory action as soon as they could. Finally, they have specified that the review will cover:

- o Transparency
- o On-screen statements
- o Excessive use
- o Prize fulfilment
- o Free web entry routes

The closing date for comment is 12 March 2007. Further information:

www.icstis.org.uk/pdfs_consult/Calltvquiz_review.pdf



NEW TUFF WEB SITE LAUNCHED

www.tuff.co.uk



council for the registration of forensic practitioners

Continued from p2

for example phones, fax machines, pagers, telecoms systems). Some telecoms specialists work with data retrieved from physical apparatus such as phones, SIM cards and pagers.

Others scrutinise network and traffic logs in the form of call data records and undertake cell site analysis. Some practitioners perform both these functions.

Where do I get more information?

Application forms for registration along with answers to many frequently asked questions can be found on the CRFP web site at:

www.crfp.org.uk



Home | Whats On | Newsletters | Diary Dates | Members Index | Membership Info | Members Area | Links | Contact Tuff |

You are in: [Home](#) |

Welcome to the website of the Telecommunications UK Fraud Forum

A forum for the exchange of information and the promotion of a united effort against telecommunications fraud

OBJECTIVES

- To provide a discussion forum for member organisations
- To promote an open and co-operative environment
- To provide TUFF contacts in the different member organisations
- To encourage telecommunications network operators in the UK to seek membership
- To establish working relationships with other similar fraud forums in the UK and overseas
- To form strategic alliances with consumer bodies and intermediate service providers
- To identify fraud risks
- To identify and define fraud methods
- To generate appropriate documentation and raise awareness of tools and tangible methods with a view to enabling the industry to manage fraud more effectively

[Click Here For a Full List Of Events For 2007](#)

This is the screen shot of the new TUFF web site. The site has undergone a major revamp over the last few months and is now much more user friendly as well as having a great deal more information available to both the "general public" as well as a much improved members area. If you have not already taken a look why not do it now? To be able to access the information that is stored on the members area part of the site it will be necessary for members to have obtained a log on user name along with a password, both of which are available to members via the TUFF General Office—email requests to rfrancis@tuff.co.uk



Dear Doctor Fraud,

A friend of mine recently had her bank account cleared because someone used her name falsely.

She has also had letters from credit card companies seeking payment for purchases she has never made. How can she sort this mess out?

I T Couldhavebeen me
(via email)

Not only is such an event traumatic it can take an individual a great deal of effort and time to put right all the things that have been changed.

All is not lost however as there are ways that will help your friend.

The first thing is to contact identity-

fraud@uk.experian.com or call 0870 2416212 where an expert team can advise your friend as to what needs to be done in these circumstances.

It would also be worth taking a look at:

www.experian.co.uk/consumer/index.html

TUFF Vocational Qualification

A Message From The Chairman of the TUFF Training Group

Morgan Ramsey, the present Chairman of the TUFF Training Group, recently wrote to all members in respect to the VQ qualification that is the latest offering to TUFF members. In his email he said:

“Whilst many of you may have previously seen references to the TUFF Vocational Qualification, I wanted to take this opportunity to talk in a bit more detail regarding the background to us developing the VQ and also the benefits that it will bring to those of you who sign up.

The TUFF Accreditation programme has been in place since 2001 and whilst it has provided an excellent foundation for Fraud Analysts who are new to the industry, it was only ever intended to give the basics. Having been one of the original students myself, I can remember thinking ‘what comes next?’ and until now there has been no satisfactory answer.

The TUFF VQ is an opportunity for Analysts and other Fraud professionals to develop themselves and their knowledge in a number of different ways. By attending workshops, writing articles for TUFF publications, presenting at Training Days and working on a project, each student will greatly enhance their skills and career prospects.

A further benefit lies in the chance to network, as all VQ students will work closely with other students and the members of the TUFF Training Group.”

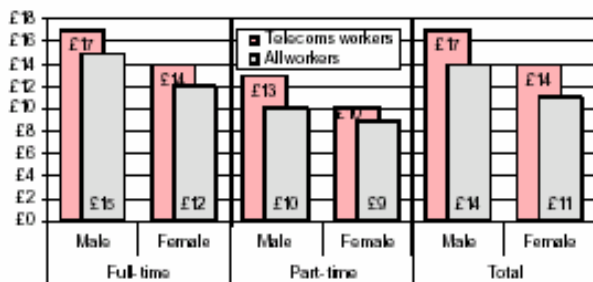
He went onto say that “Information on what is required is available via the TUFF Office - rfrancis@tuff.co.uk

and that whilst a good number of students have already registered, the more people we have, the better it will be”.

e-skills uk
The Sector Skills Council for IT & Telecoms

What Are You Worth? - A look at the recently published survey by e-skill uk—More Details are at:
www.e-skills.com/Research-and-policy/telecomsbulletin/1058

Gross hourly pay for Telecoms/other employees, 2006



Source: e-skills UK/ONS (ASHE survey 2006)

At £16 per hour (gross), the average hourly earnings of telco staff are well above the norm (£14) and this pay differential is apparent for both full and part-time workers (£16phr vs £14phr and £11phr vs £9phr respectively). Unfortunately for women in the industry however, a similar pay differential exists between male and female Telecoms workers as shown below.

With thanks to e-skills UK

CONFERENCE ROUNDUP

Telecoms Fraud and Risk 2007
26th - 29th March 2007
Hilton Waldorf Hotel, London

IIR TELECOMS & TECHNOLOGY
www.iir-telecoms.com



<http://www.iir-events.com/IIR-conf/Telecoms/DocumentView.aspx?EventID=872>

MEMBERS OF TUFF QUALIFY FOR A VIP DISCOUNT—QUOTE GDJRCCR