



"THE FORUM OF TRUST"

# IN THE FRAME

THE REGULAR TUFF NEWSLETTER  
PUBLISHED QUARTERLY



VOLUME 11 ISSUE 1

APRIL, MAY & JUNE  
2009

## ON THIS PAGE

New Membership  
Classes Approved

Service Providers  
Awareness Day

## INSIDE THIS ISSUE

Accredita-  
tion Results 2  
2008/2009

SAFO—The  
Serious  
Crime Act 2  
2007!

IP Attacks 3

Dr Fraud 3  
The Victim!

TUFF  
Member-  
ship Criteria 4  
&  
Diary Dates

## NEW CLASSES OF MEMBERSHIP APPROVED

After much discussion and deliberation the TUFF Board of Directors have now approved a revamp of the classes of membership to the Forum. (See article on back page of this newsletter for details). The major change has been to open membership to both companies and individuals both here in the United Kingdom and overseas.

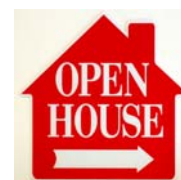
There has long been a debate to engage with overseas colleagues and the newly approved levels of membership allow for this. They also take account of the current economic climate in making the payment of membership fees easier by spreading the cost over the period of membership. In announcing the changes the Chairman of the Board, Louis Groves of BT, said "membership of a body such as TUFF brings with it a recognition that fraud, wherever it occurs, is best addressed by drawing on the expertise and knowledge of colleagues and these newly developed classes of membership reflect this by enabling the wider sharing of this expertise and knowledge". The CEO of TUFF said "I welcome these changes and believe they reflect the changes of need that have and are taking place in the whole area of detection and investigation of fraud. I would hope that by widening the membership base we will be able to bring another level of expertise and understanding to the complex and ever changing challenges that face the fraud professional today". If you know of anyone or any company who you feel would benefit from membership please get them to contact the TUFF General Office for details and conditions of membership.

[tuff@tuff.co.uk](mailto:tuff@tuff.co.uk)

## SERVICE PROVIDERS PABX AWARENESS DAYS



2008 saw a an increase in the number of PABX hacks and compromises. Customers were reporting in much larger numbers that their office telephone systems had been compromised often resulting in large bills. One of the aspects common to most of these events was that they could have been avoided with a little forethought and knowledge. To this end it was decided to hold in February and March dedicated training days aimed at Service Providers to enable them to share knowledge and experience and to therefore better equip them to deal with this ever increasing problem. Despite the sudden and unexpected downfall of snow the February event was attended by some 30 service providers and the March event drew nearly 70. Presentations on how to identify the risks and to mitigate for them were given by members of the Forum and Neil Ramp of Alternative Networks proved to be a star in the making on both occasions when his frank and honest presentation of the issues went down extremely well. In the assessment after both events it was agreed that there was a need for such education and whilst it may not be something we can do more than once a year it is certainly something that should and no doubt will be a regular entry in the training calendar. Thanks to all those who made both of these events a success.



**PROTECTING  
THE  
PUBLIC  
IN A CHANGING  
COMMS  
ENVIRONMENT**

The Government recently published a consultation document to address the issues and concerns surrounding the accessing of communications data by listed RIPA authorities.

This consultation concerns the collection and use of 'Communications Data' (CD), an important technical capability that is used today to protect the public.

This existing capability is declining in the face of the rapidly changing communications industry and we need to make changes if it is to be maintained in future.

The Government believes it must take action to **maintain** the existing capability which is available to some public authorities.

Closing date for the consultation is the 20th July 2009 and the full document can be accessed at:

[www.homeoffice.gov.uk/  
documents/cons-2009-  
communications-data](http://www.homeoffice.gov.uk/documents/cons-2009-communications-data)

# THE SERIOUS CRIME ACT 2007

**TUFF is an Anti Fraud Specified Organisation as described in section 68 to 72 of The Serious Crime Act 2007**

One of the aspects of the Serious Crime Act 2007 was the issue of the sharing of information between government bodies and other organisations. To this end the legislation approves a small number of organisations that have been assessed as suitable to share information of a sensitive and personal nature. TUFF is one of these approved organisations which means that members of TUFF can use the protocols that have been approved in this legislation to put in place agreements with authorities when the sharing of information is considered to be essential in the investigation and detection of crime. Full details of the legislation can be found at [http://www.opsi.gov.uk/acts/acts2007/ukpga\\_20070027\\_en\\_1](http://www.opsi.gov.uk/acts/acts2007/ukpga_20070027_en_1) . If a member company wishes to use this legislation they should seek advice of the TUFF General Office in the first instance. [tuff@tuff.co.uk](mailto:tuff@tuff.co.uk)

## CONGRATULATIONS

THE FOLLOWING TUFF MEMBERS ALL HAVE TAKEN ACCREDITATION EXAMS AND BEEN AWARDED THEIR ACCREDITATION CERTIFICATES IN 2008 & 2009 - WELL DONE!

(Details of examination dates and all other aspects of the accreditation training as well as training for Vocational Qualification can be had by contacting the TUFF General Office - [tuff@tuff.co.uk](mailto:tuff@tuff.co.uk) )

John	Fothergill	Phones4U
Mark	Griffin	Phones4U
Anthony	Navaie-Bryan	Phones4U
Kevin	Fitzgerald	Phones4U
Dawn	Ramsay	Phones4U
Lynsey	Cochrane	Phones4U
Will	Richards	Subex ***
Mark	West	Subex
Sonia	Hassanali	CPW
Katherine	Hudson	CPW
Sara	Dobson	CPW ***
Warren	Stokes	TT Direct
Adrian	Purser	CPWPLC
William	Hughes	CPWPLC
Ben	Belgrave	CPWPLC
Sarah	Barber	Virgin Media
Mark	Boffey	Virgin Media
Matt	Smith	Virgin Media
John	Richardson	Subex***
Carole	Davies	Global Crossing
Katie	Thompson	Virgin Mobile
Doug	Hilditch	Virgin Mobile
Paul	Christie	Virgin Mobile
Julian	Sims	Virgin Mobile
Jennifer	Sheekey	Virgin Mobile
Shendie	Green	Virgin Mobile
Hayley	Bolter	Virgin Mobile
Sally	Laver	Virgin Mobile
Ian	Parish	Virgin Mobile
Rakesh	Kumar	CPWPLC
Parag	Lakhani	CPWPLC
Ben	Taylor	CPWPLC
Darryl	Marshall	CPWPLC
Steven	Salmon	CPWPLC
Anthony	Adolphus	Subex Ltd***
Conor	Lennon	Subex
Robin	Sowerby	BskyB
Belinda	House	Virgin Mobile
Elaine	Yuill	BskyB
Sheila	Heeps	BskyB
Mark	McCullagh	Thus
Dave	Blackburn	BT
Chris	Sears	Subex

## SOUND FAMILIAR?

It seems widely accepted today that we should regularly check SMS and e-mail on our mobile devices during most meetings. The best situation is when there is wireless broadband access in a meeting room, as we can then do our 'real' work (i.e. checking e-mail) while attending the meetings or conferences that for some reason we do not consider demand the same level of attention as e-mail. Wireless broadband solutions and fixed-mobile functions make it easy to be connected even when we are on vacation, regardless of whether we spend our holidays on a mountain top in the Alps or on a distant beach.



When we go for lunch or leave work we can still answer the phone – and we do. Many people say that it takes them several days of vacation to control the urge to check their e-mail. It's a bit like giving up cigarettes. Only worse...

(Taken from the ENSIA Quarterly Review)

## ATTACKS AGAINST INTERNET HOSTS

As of 13 February 2008, [www.ist-lobster.org/](http://www.ist-lobster.org/) had captured 1,052,332 attacks targeting 21 different port numbers. Of these attacks, 31.35% were launched from 8981 different external IP addresses against internal hosts, while the other 68.65% originated from a few infected hosts in the monitored networks that were attempting to propagate malware within their own domains on a massive scale. The distribution of external attack source addresses according to country of origin is presented below. Hundreds of thousands of compromised computers all over the world are used by attackers for launching attacks and to further propagate malware. In our observations, the captured external attacks originated from 117 countries.

(Taken from the ENSIA Quarterly Review)

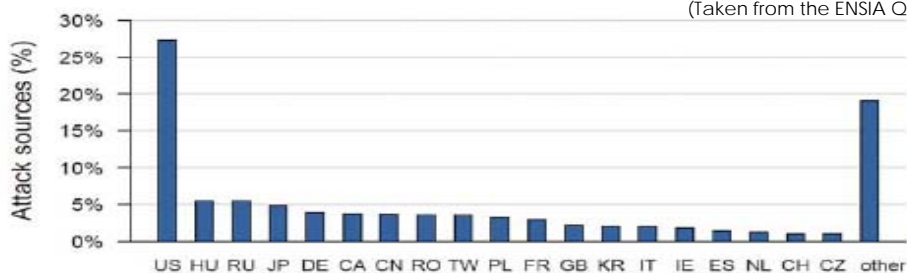


Figure 1: Distribution of attack sources according to country of origin. Category 'other' includes 98 countries.



Dear Doctor Fraud



Dear Doctor Fraud,  
Recently I reported a pabx hack of one of my customers exchanges to the police to be told by them that as I was the carrier I was the victim and not my customer. Is this correct?

I P Route

Dear I P R,  
First let me say it is often quite difficult for normal police personnel to understand how the telecom system works.

You need to put it into their own language—for example if a house is burgled

would the victim be the council who provided the road to the burgled premises or the owner of the premises themselves?

Put like this and even the most non technical police person will understand the analogy

Dr Fraud

## WHAT IS IN A NAME? "SMARTPHONE"



What is a smart phone? A phone that is supplied by one of the boutique suppliers? Or is it something else?

A Smartphone is a handheld device that integrates the features of a mobile phone with those of a PDA.

By combining these two characteristics the smartphone becomes a powerful tool for exchanging data, images and a variety of file formats with other compatible devices.

The key feature of a smartphone is that it has its own operating system (like a small computer), which allows the phone to run an almost limitless range of task-related software applications.

Therefore, a smartphone has the potential to be customised by installing the programs a user needs for their personal tasks. This versatility is very appealing for those who want their phone to integrate with their work or leisure needs.

[www.mobile-phone-directory.org/Glossary/S/Smartphone.html](http://www.mobile-phone-directory.org/Glossary/S/Smartphone.html)

# TUFF MEMBERSHIP 2009



As reported elsewhere, the Board of Directors has now approved a change in the levels and Membership classes are now identified by colour with Bronze, Silver, Gold and Platinum having been chosen to represent the different classes. Below are the details of each class along with the qualifying criteria that has been agreed. Requests for further details and application for membership should be addressed to the TUFF General Office - [tuff@tuff.co.uk](mailto:tuff@tuff.co.uk)



where the TUFF Board of Directors have now approved a change in the levels and Membership classes are now identified by colour with Bronze, Silver, Gold and Platinum having been chosen to represent the different classes. Below are the details of each class along with the qualifying criteria that has been agreed. Requests for further details and application for membership should be addressed to the TUFF General Office - [tuff@tuff.co.uk](mailto:tuff@tuff.co.uk)



## BRONZE LEVEL

(Individual or Private Membership)

Open to individuals not resident in the UK as well as to private individuals not directly employed or associated with the UK Telecommunications Industry or related industries—£75 per annum



**Provide a centre of expertise for Telecommunication and other Fraud Professionals and Fraud Analysts**

## SILVER LEVEL (SME's Membership)

Open to Small and Medium Enterprises (with less than £5 million turnover per annum.

£700 Half Yearly or £1200 per annum

## GOLD LEVEL

(Industry Related Company Membership)

Open to companies who service the telecommunications Industry within the UK as well as companies based overseas

£1200 Half Yearly or £2200 per annum

**Provide opportunities for fraud training on a "peer to peer" basis**

**Provide opportunities for networking between fraud and security professionals**

## PLATINUM LEVEL

(UK Telco Company Membership)

Restricted to telecommunications Companies based within the UK

£2100 Half Yearly or £4000 per annum

## DATES FOR YOUR DIARY

Calendar  
**2009**

4th June - Analysts Training Day/Annual General Meeting - London  
15th & 16th September - Annual TUFF Seminar - London

Calendar  
**2009**