

WC92: Reducing Scam Calls and SMS

Terms of Reference



The **WC92: Reducing Scam Calls** Working Committee had been initially established to perform an area of work identified by Industry and the ACMA as part of their Scam Technology Project. WC92 recently completed development of the CA C661:2020 Reducing Scam Calls Industry Code and is now being retitled as **WC92: Reducing Scam Calls and SMS**, to perform additional work in reducing scam SMS.

Working Committee 92, in carrying out the specific terms below, is to observe the following guidelines, as appropriate.

- to ensure that if the Code is to be registered with ACMA, it complies with Part 6 of the *Telecommunications Act 1997* and the ACMA “*Guide to developing and varying telecommunications codes for registration*” including the identification of:
 - the sections of the industry that are to be covered by the Code, as per s.110 of the Act; and
 - the telecommunications activities to be covered by the Code, as per s.109 of the Act.

In developing the C661:2020 Code, SMS was not in scope. Industry has now committed to amend the Code to address concerns about the number of Scam SMS being received by Australian consumers. The amended Code will:

- define Scam SMS in the context of the Code;
- establish processes by which carriers/carriage service providers (C/CSPs) will work with each other and, where appropriate, relevant government agencies to identify, block and disrupt Scam SMS (including but not limited to fraudulent SMS Sender IDs);
- establish processes by which C/CSPs and SMS Aggregators will cooperate with each other, and where appropriate, relevant government agencies to identify, block and disrupt Scam SMS (including but not limited to fraudulent SMS Sender IDs);
- establish processes in relation to how evidence of Scam SMS is gathered and shared / communicated between C/CSPs and relevant government agencies;
- establish processes for C/CSPs to exchange information in order to trace the origin of Scam SMS; and.
- consider if changes are required to be incorporated into the existing C661:2020 Code to address enhancements in reducing Scam Calls.

Primary deliverables

- Amend Industry Code C661:2020 **Reducing Scam Calls** to include Scam SMS.

Supporting deliverables

- Amend G664:2020 **Reducing Scam Calls – Supplementary Information** to include Scam SMS.