

TELECOMMUNICATIONS INDUSTRY CRIME REDUCTION CHARTER UNDERTAKING

Each signatory to the charter will support the following:

- The blocking of mobile device unique identifiers (International Mobile Equipment Identity (IMEI) numbers and any successors) of handsets reported stolen to any UK Network, with the aspiration of all UK mobile operators to bar lost and stolen handsets across all UK networks as soon as practically possible
- The establishment and development of agreed programmes of activity to:
 - raise awareness of mobile phone theft
 - promote the industry's ability to block stolen phones across all UK networks
 - provide advice to consumers on mobile phone theft
 - promote the ability to register mobile phone ownership details on a national property database
 - provide education on youth on youth crime and raising awareness in young people on safe and secure ownership of mobile phones
- The provision of training and information to industry members' staff in respect of crime reduction, in particular false reporting for insurance claims, and other emerging trends
- The reporting of activity, via CCSG, to review the effectiveness of industry efforts, the trends in mobile phone theft, and the relationship between the two
- International co-operation in relation to the above objectives wherever appropriate and seeking collaboration with international organisations such as the GSMA, regional organisations such as BEREC, and supporting the activities of UK LEAs in conjunction with their European and global counterparts.

ASPIRATIONS WITH OTHER ORGANISATIONS

- The network operators will support industry bodies in investigating and developing improvements to handset security and look to device manufacturers to implement the solutions; for example:
 - Introduction into handsets of anti-theft measures such as activation locks and incorporation of these via hardware changes or software updates to existing devices where possible
 - Ensuring technical integrity of existing and future mobile device unique identifiers
 - Handset IDs to meet the latest GSM/International standards
- The network operators will liaise with Government in the pursuit of practical legislative measures that assist in combatting device related theft and fraud

SIGNATORIES

3	EE
Telefonica	Vodafone