

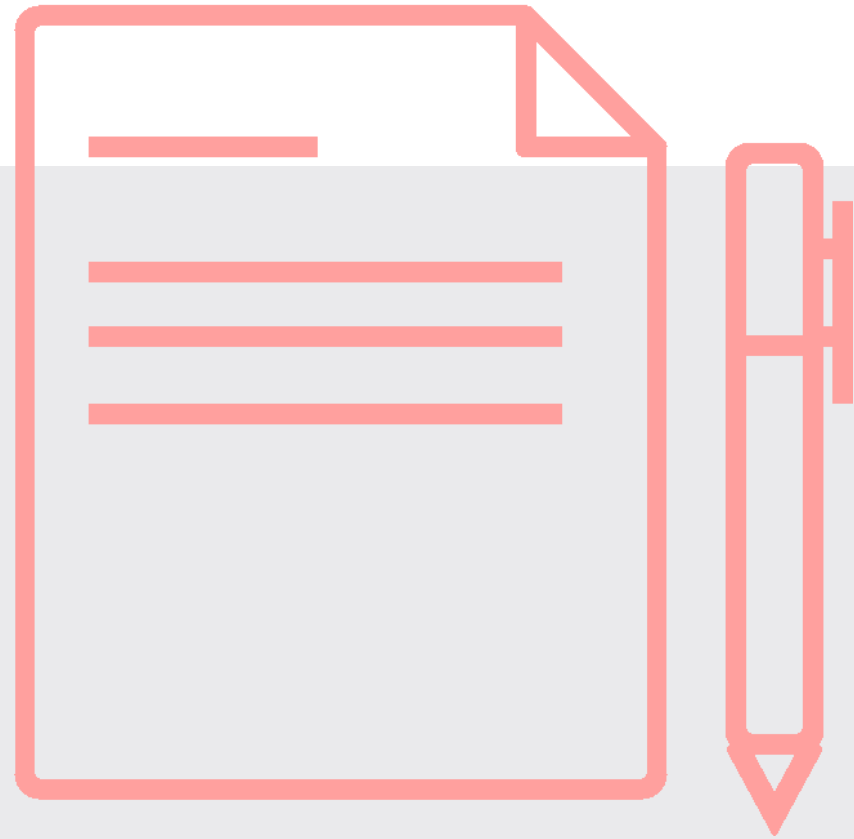


# Protecting Customers in the Digital Space: A Strategic Regulatory Response

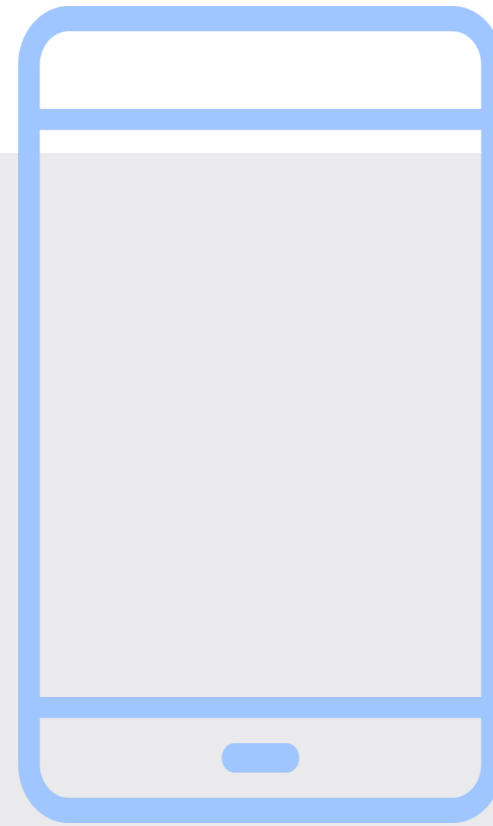
DARIUS KULIEŠIUS, DEPUTY CHAIR,  
COMMUNICATIONS REGULATORY  
AUTHORITY OF THE REPUBLIC OF LITHUANIA

**BEREC Workshop**  
**05/21/2025**

# What This Presentation Will Address



**RRT's obligations to ISPs and operators**



**SCAM prevention statistics and user protection**



**Questions/discussion**

# LEGAL REGULATION

**Jun 2, 2023 Resoluition No. TN-249**

**Rules for granting and providing Access, including network interconnection**

➡ The ISP must immediately block access to harmful internet links identified by competent authorities (from Jun 15, 2023).



**Tinklapis blokuojamas**

Tinklapis, kurį bandote pasiekti, buvo pažymėtas kaip žalingas. Siekiant apsaugoti Jūsų įrenginį nuo galimos žalos, priėjimas prie šio tinklapis blokuojamas.

Jeigu manote, kad tai įvyko per klaidą ar turite klausimų, susisiekite el. p. [uzkarda@nksc.lt](mailto:uzkarda@nksc.lt). Prašome laiško tekste pridėti blokuojamo tinklapis nuorodą.

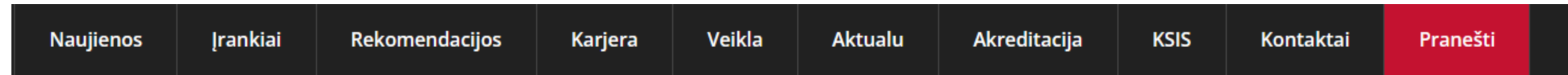
Domenas: **195.182.64.102**  
Data ir laikas: **2023-10-12 15:44:32**

Daugiau informacijos: <https://www.nksc.lt/uzkarda.html>

[LT](#) | [EN](#) 2023 [NKSC](#)

More information about NKSC DNS Firewall on <https://www.nksc.lt/uzkarda.html>

# One-stop platform for reporting cyber incidents to users



## Pranešti apie incidentą

[Pranešti apie sukčiavimo svetaines](#)



[Pranešti apie skambučius ir žinutes](#)



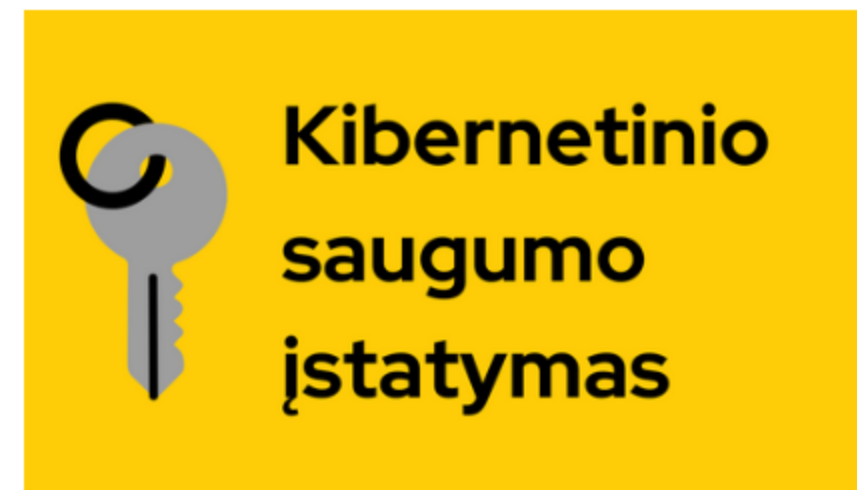
Telefono nr. į kurį skambinta/siųsta SMS žinutė

Telefono nr. iš kurio skambinta/siųsta žinutė \*

Skambučio/SMS žinutės data ir laikas \*

Kuo apsimetė skambinantysis?

Nuorodos adresas (URL):



<https://www.nksc.lt/pranesti.html>

## Rekomendacijos

- ☐ Kibernetinio saugumo vadovas verslui
- ☐ CIS saugumo priemonės
- ☐ Interneto svetainių apsauga

# LEGAL REGULATION

**Jul 27, 2023 Resolution No. TN-347**

**Rules for granting and providing Access, including network interconnection**

## **Call blocking:**

- ❖ block calls from foreign operators with fixed numbers specified in the National Communication Numbering Plan (from Nov 1, 2023);
- ❖ block calls initiated from fixed numbers, mobile numbers or service connection numbers specified in the National Communication Numbering Plan, if the RRT has not issued permits to use the corresponding communication numbers (from Nov 1, 2023);
- ❖ block international roaming calls initiated from the numbers assigned by the operator to its subscribers, when the subscribers are not outside the territory of the Republic of Lithuania or do not use international roaming services (from Nov 1, 2023).



# LEGAL REGULATION

**Apr 08, 2025 Resolution No. TN-209**

**Rules for granting and providing Access, including network interconnection**

## **Update for Call blocking:**

- ❖ block international roaming calls, when the subscribers have not left the territory of the Republic of Lithuania or do not use international roaming services (from Oct. 1, 2025);
- ❖ 57<sup>4</sup>. The operator, having identified that the call is fraudulent based on the analysis carried out on the basis of paragraph 57<sup>2</sup> of the Rules or other information received from law enforcement authorities and (or) other competent authorities, must apply one of the following measures (from Oct. 1, 2025):
  - ❖ 57<sup>4</sup>.1. block the call or do not send such calls in transit;
  - ❖ 57<sup>4</sup>.2. put the call on hold and block it;
  - ❖ 57<sup>4</sup>.3. permission to filter suspicious traffic – enables telecoms to intervene in real-time when patterns match fraud

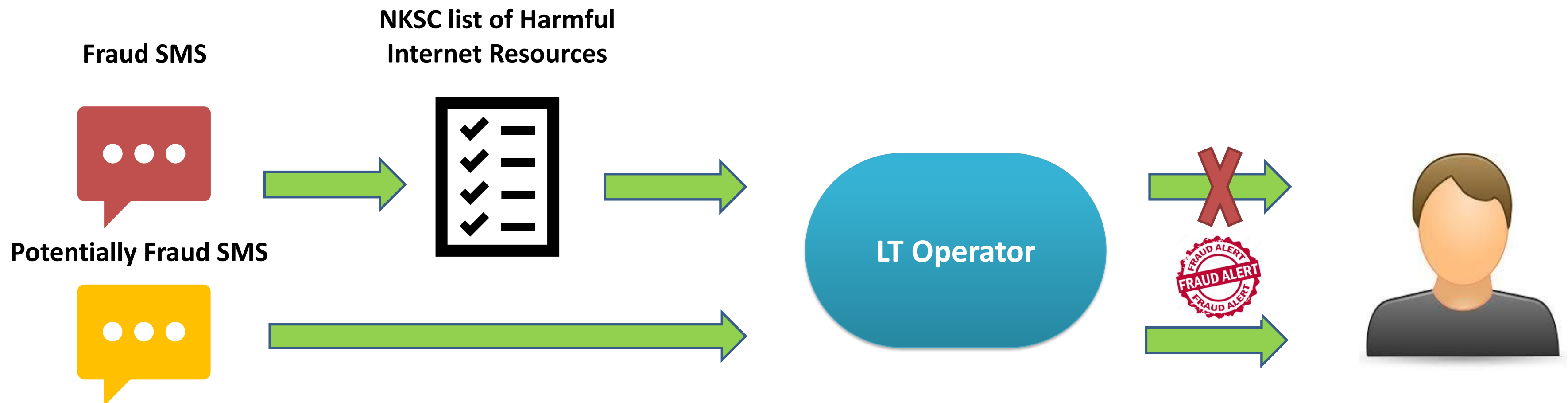
# LEGAL REGULATION

**Jan 25, 2024 Resolution No. TN-64**

**Description of the identification procedure for fraud SMS**

## ➔ SMS blocking:

If the website link contained in the SMS is included in the NKSC list of Harmful Internet Resources, such SMS shall be considered as fraudulent and Providers must immediately stop (block) the sending of such SMS. (in force from Jan 26, 2024).





Jan 25, 2024 Resolution No. TN-64  
**Description of the identification  
procedure for fraud SMS**

### **SMS content senders ID registration:**

Obligation for service providers to ensure the possibility for SMS content senders to indicate the identification features of their SMS sent with alphanumeric or numeric numbering and to block such SMS if they do not match the identification features agreed with the content senders (in force from Jan 26, 2024)



# SCAM BLOCKING STATISTICS 2024



Measures to prevent phishing calls



**8.5 million** fake calls blocked



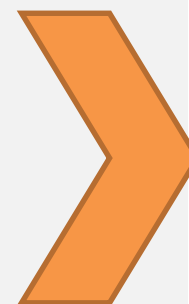
Measures to prevent phishing SMS messages



**3.3 million** fake SMS blocked



NKSC DNS Filtering



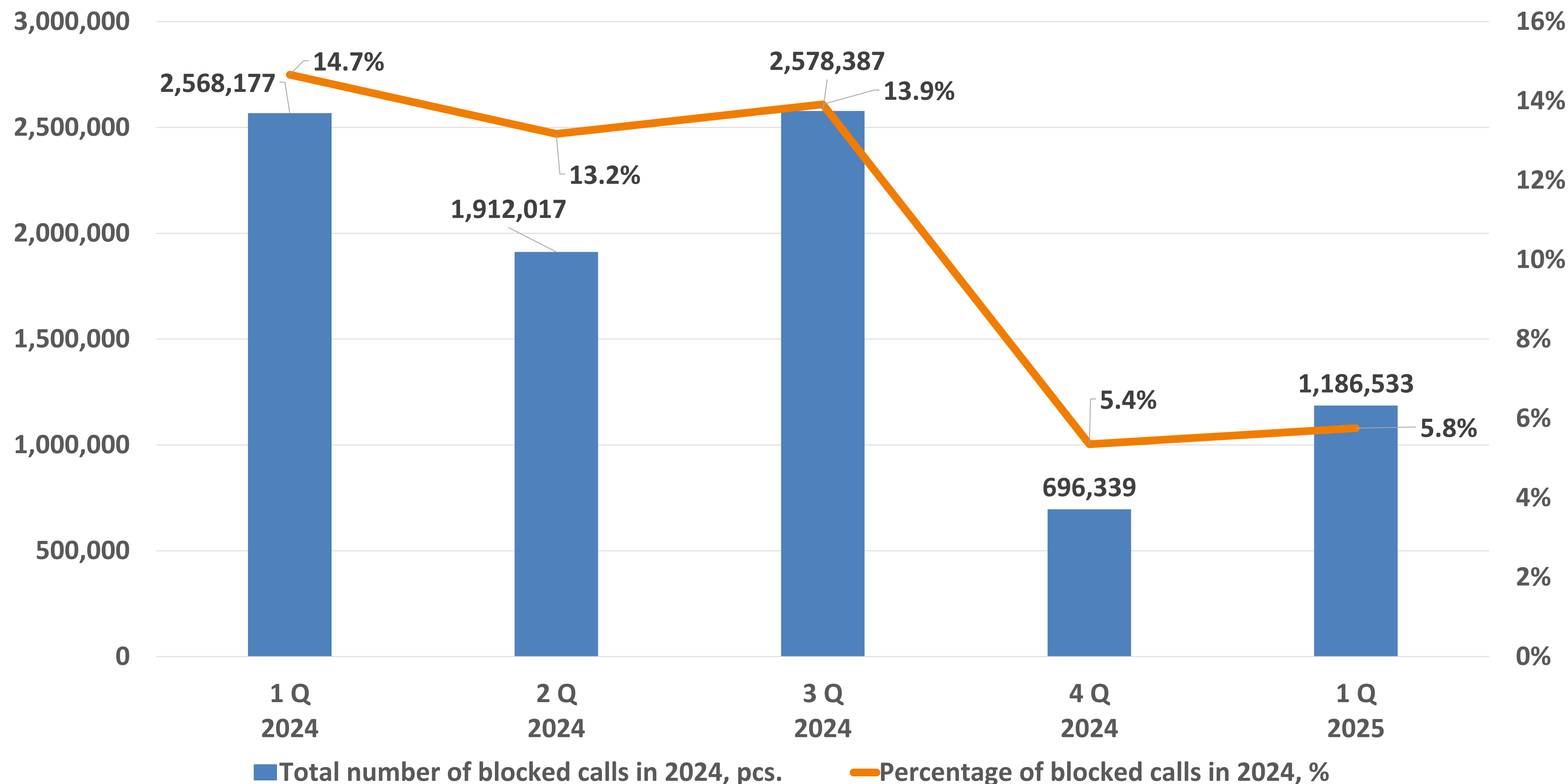
**9.5 thousand** URLs in the blacklist.

**24 thousand times per day** protects users from attempts to connect to malicious links.

# SCAM BLOCKING STATISTICS

Company	Indicator	2024 1Q	2024 2Q	2024 3Q	2024 4Q	2025 1Q
Mobile operator	Number of blocked calls from abroad with <b>LT fix numbers</b> , pcs.	225 861	108 546	204 668	120 187	132 529
	Percentage of blocked calls from abroad with <b>LT fix numbers</b> from all calls from abroad, percentage.	1,30%	0,75%	1,10%	0,93%	0,64%
	Number of blocked calls from numbers for which <b>RRT has not issued permits</b> to use, pcs.	56 286	7 054	33 384	15 777	40 758
	Percentage of blocked calls from numbers for which <b>RRT has not issued permits</b> to use, percent	0,32%	0,05%	0,18%	0,12%	0,20%
	Number of blocked calls from abroad, initiated from numbers assigned to subscribers, when subscribers <b>do not use international roaming</b> services, pcs.	2 286 030	1 796 417	2 340 335	560 375	1 013 246
	Percentage of blocked calls from abroad, initiated from numbers assigned to subscribers, when subscribers do not use international roaming services, out of all calls from abroad, percentage.	13%	12%	12,70%	4,32%	4,88%

# SCAM BLOCKING STATISTICS IN ONE NET



# SCAM BLOCKING STATISTICS

Company	Indicator	2024 1Q	2024 2Q	2024 3Q	2024 4Q	2025 1Q
National Cyber Security Center	Average number of residents protected by the <b>DNS firewall</b> from connecting to harmful URL per day, units/day.	6 395	7 262	5 350	19 339	36 074

# SCAM BLOCKING STATISTICS

Company	Indicator	2025 04-2025 05
NGO Debunk	Scam operations on META platforms in programmatic advertising	<p>Submitted 52 reports to META  200 + Facebook pages have been removed  7000 META ads in a single scam  The success rate 84 %</p> <p>Most often scams:  1) Impersonation of a public institution (Interpol / Europol / European Central Bank/money back scam  2) Fake financial platforms/invitation to invest in non-existing platforms / Neo banks impersonation scams  3) Fake money recovery scheme / Advance-Fee Scam / Fake Legal Assistance /</p>



# SCAM BLOCKING STATISTICS

Company	Indicator	2024 1Q	2024 2Q	2024 3Q	2024 4Q	2025 1Q
Competence Center for Money Laundering Prevention	Telephone fraud incidents, pcs.	29	124	189	185	171
	Funds transferred from customer accounts due to telephone fraud, Eur.	77 903	688 914	1 460 059	1 338 951	1 195 592
	Phishing incidents (SMS or e-mail), pcs.	941	463	1 048	1 696	1 581
	Funds transferred from customer accounts due to fraudulent SMS or e-mail, Eur.	327 238	287 778	387 412	767 258	653 486
	Total number of incidents of all categories, pcs.	3 760	3 335	2 969	3 627	3 247
	Total loss for all categories of incidents, €.	3 920 517	4 891 656	5 091 963	6 122 914	4 322 590

**2024 - 20 million €**

# Cross-institutional Memorandum on cooperation to reduce fraud in digital space signed on March 27, 2025



LIETUVOS RESPUBLIKOS PROKURATŪRA

PROSECUTOR GENERAL'S OFFICE OF LITHUANIA



RYŠIŲ  
REGULIAVIMO  
TARNYBA



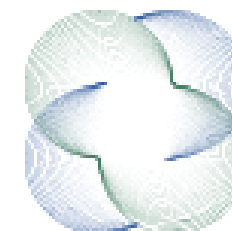
POLICE DEPARTMENT

LIETUVOS POLICIJA



NACIONALINIS KIBERNETINIO SAUGUMO CENTRAS

National Cybersecurity Center



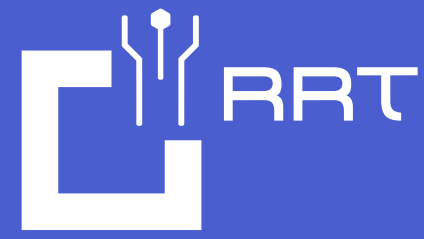
Pinigų plovimo prevencijos  
kompetencijų centras

Center of Excellence  
in Anti-Money Laundering

# Targeting Hidden Infrastructure – Bot Farms

- **SIM Clusters and Hybrid Threats**
  - ◆ Analysis of network data reveals clustered SIM behaviors
  - ◆ Used in fraud, misinformation, bypassing telecom filters
  - ◆ Linked to international fraud, hybrid operations, state-backed actors

# No One is Left Behind



To reduce the digital divide in Lithuania by providing digital literacy training to older people (55+)

- Provide digital literacy training for older people
- Expand partner network
- Reach geographic and social groups







160 partners  
40 cities and rural areas visited  
13 000 participants in trainings

Lectures (live and remotely)

Practical trainings







[www.rrt.lt](http://www.rrt.lt)

 Ryšių reguliavimo tarnyba

 RRT | The Communications Regulatory  
Authority of the Republic of Lithuania