



The Public Utilities  
Commission of Latvia

# Measures taken by PUC to minimize fraud and scam

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BEREC external workshop on practical issues preventing number misuse and possible fraudulent activities as a result of impact of new technologies

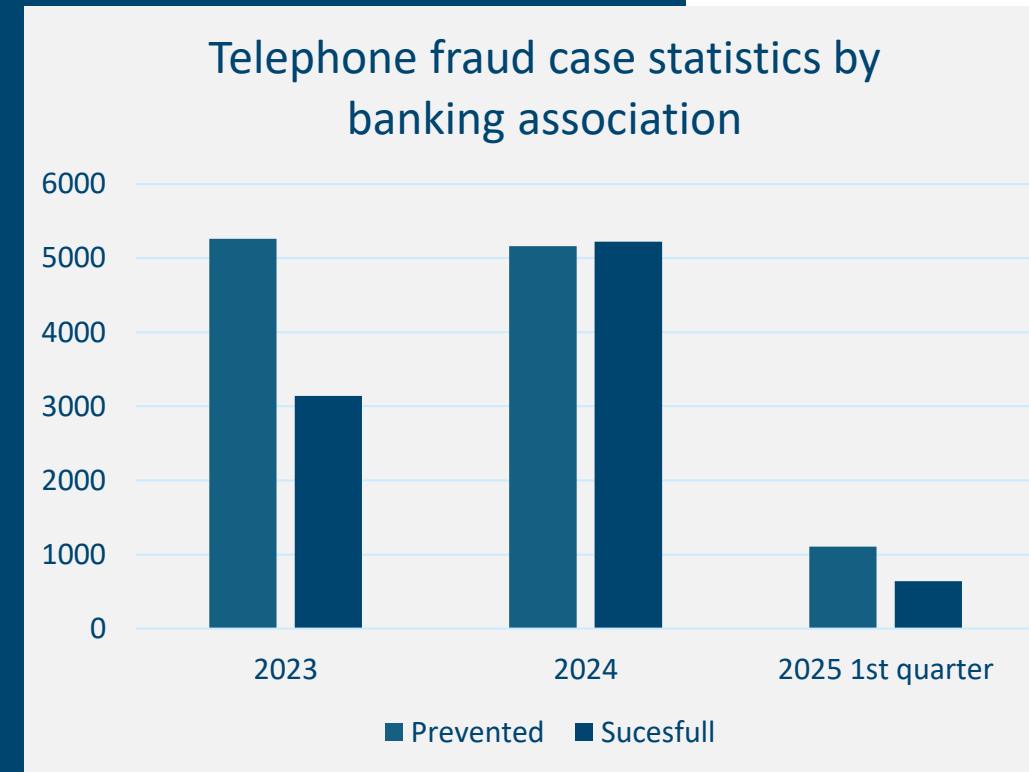
Scam and fraud topics are widely and publicly discussed, but people are still vulnerable to telephone scams

After being directly faced with scam, people lose not only their valuable resources, but also trust in communications and numbering

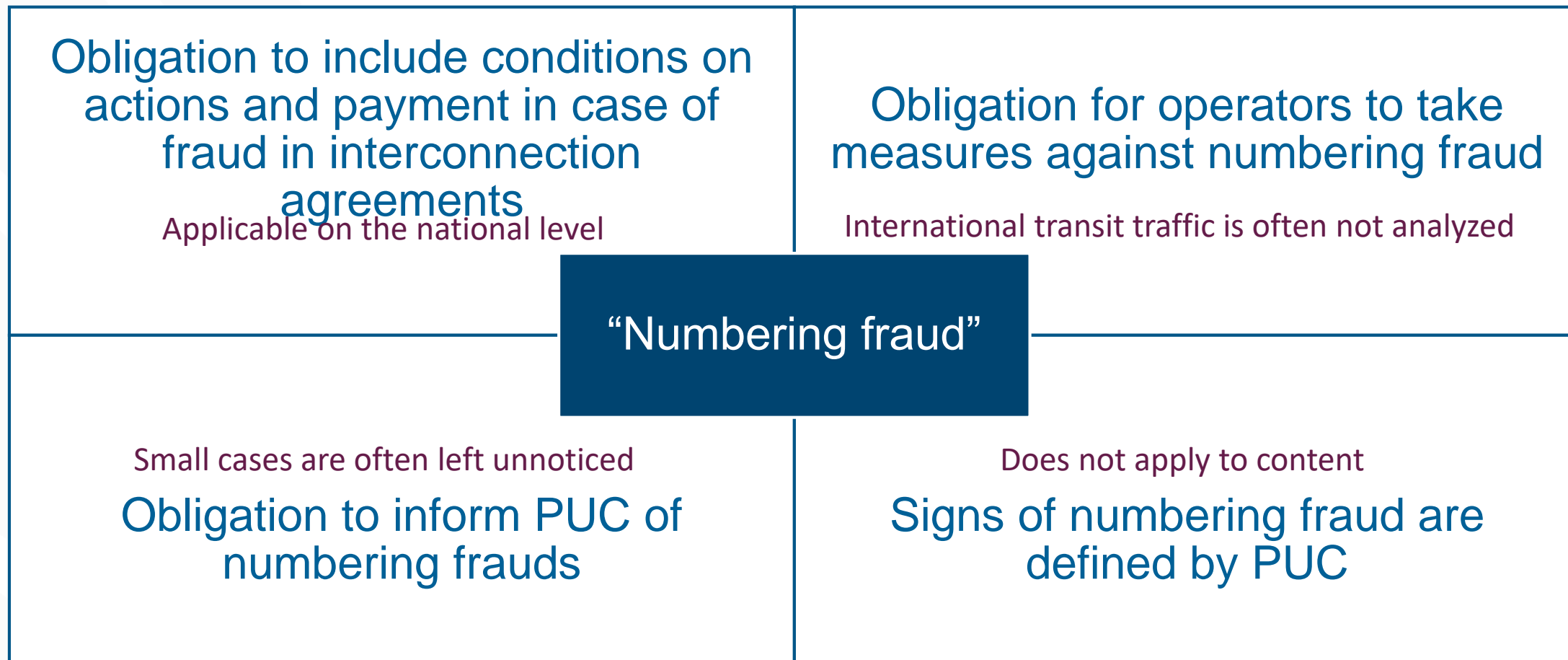


# Latvia telephone fraud statistics

Although the number of cases where the fraudsters were able to scam people has become smaller, the amount of scam attempts continues to grow



# Latvian legislation



# Operators were against additional measures

“People press the button themselves”

“People knowingly transfer their money”

“Even if we invest a lot into technical measures fraudsters will find a way”

! Yes, but telecommunication services are the chain that connects the fraudster and the victim.



We are becoming the bottle  
neck



# Planned actions

1

Decentralised anti-fraud technical API solution – voluntary at the start, tentatively mandatory in the future for transit operators

2

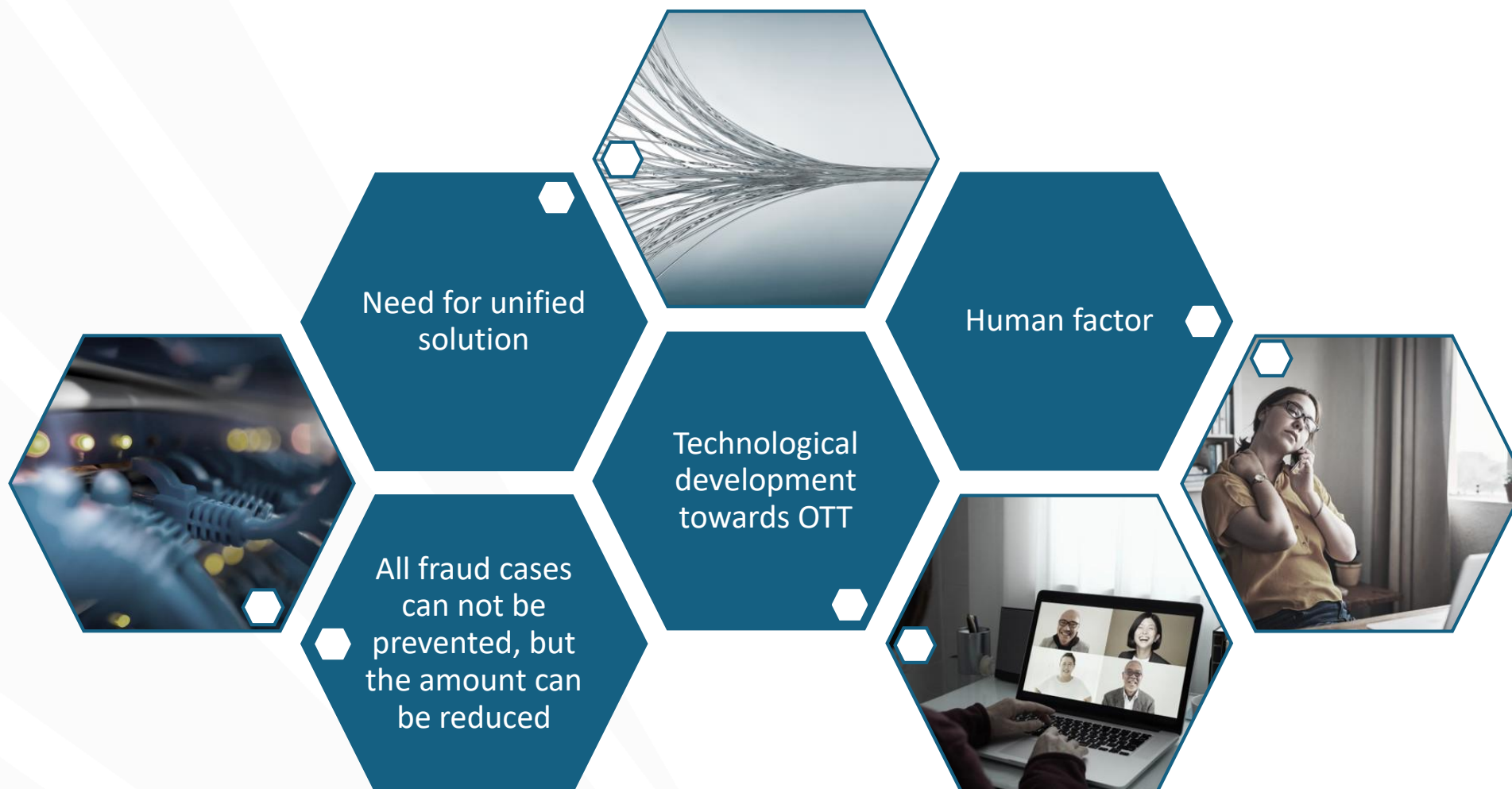
Stronger legal requirements for transit operator transiting traffic from abroad

3

Improved cooperation on national and international level



# Takeaways from the current experience





# CEPT EECC WG NaN – NaN2

- Facilitation of actions and cooperation
- Useful reports and recommendations
- Related events - CEPT workshop on Combating fraudulent communications, July 2024



Frauds and scams will not stop, fraudsters will think of new scam schemes, but we can follow and minimise the amount and impact by getting involved and implementing active measures involving technical means, cooperation and informing.



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# Thank you

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