



PAKISTAN TELECOMMUNICATION AUTHORITY

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9 September 2008

Subject: **Minutes of the Meeting – Spam, Unsolicited SMS and fraudulent payment**

A meeting chaired by DG-S&D, was held on 5 September 2008 at 1300 hrs on the subject. The agenda was to discuss with the representatives of vendor Tekelec, the different solutions of blocking the subject malpractices. The list of participants is attached as Annex-A.

2. General discussion:

- A. Tekelec informed that the company have installed anti-spam solution for Mobilink and is also working on similar projects in other Asian countries including Malaysia and Bangladesh.
- B. From Tekelec perspective blocking unwanted messages is not an issue. However the main concern is ensuring that a genuine user doesn't get blocked during this process.
- C. The anti spam filtering is generally done using following methods:
 - a. Content pattern filtering
 - b. Blacklisting the abuser's MSISDN based on some rules developed by operator/regulator. Concept of white, grey and black list is deployed.
 - c. Blocking messaged based on number of SMSs per second per MSISDN. Best practice value is 50. Such number cannot be achieved by any handheld even if you generate SMS to all the contacts in the directory.
 - d. A solution can be; to make service an on-demand service and not a pre-activated service. Moreover the service should be further curtailed by providing facilities of credit transfer amongst limited predetermined verified customers. (similar approach to that of friends & family package)

- D. As in previous meeting with CMOs idea of disclaimer SMS before completion of transaction from the operator was discussed and was upheld by solution provider as well.*
- E. Regulator had apprehensions that a greater control of operator over installed anti-spam solution may result in anti competitive behavior from the operator e.g. it may start declaring messages from its competitors or any third party service provider as spam.*
- F. CMOs will always be reluctant to install any anti-spam solution as this would hurt their revenues.*

3. Following points were emphasized at the conclusion of the meeting:-

1. Like MCMC of Malaysia, PTA should take strong notice of such illegal activities and direct all the CMOs to install anti-spam solution.
2. To curb fraudulent money transfers in the name of lottery or any prize scheme, **short codes must be assigned by the regulator.**
3. Blocking credit transfer fraud during peer to peer transfer is very difficult because of inability of the current solutions to segregate between illegal and legal activities.
4. Tekelec requested PTA to facilitate a meeting with amongst the CMOs and the vendors in order to come up with a practical solution. The meeting ended with thanks to the chair.



Muhammad Ahmed Kamal

Dir P&R

List of Participants

Name	Designation	Company
Mr. Sean Washak	RSM	Tekelec
Technical Consultant		Tekelec
Technical Consultant		Tekelec
Mr. Wasim Tauqir	DG	PTA
Mr. Ahmed Kamal	Dir	PTA
Ms. Nabiha Mehmood	DD	PTA
Mr. Aamir Riaz	AD	PTA
Mr. Yousaf Sheikh	AD	PTA