

MOBILE INDUSTRY CRIME ACTION FORUM



MOBILE PHONE INDUSTRY CRIME REDUCTION CHARTER



...for a better mobile life

Mobile Phone Industry **Crime Reduction Charter**

The Mobile Industry Crime Action Forum (MICAF), which represents the UK's mobile network operators, some UK high street retailers and some handset manufacturers, is working in partnership with the Government and Law Enforcement Agencies to tackle mobile phone theft.

Much has already been achieved towards this. From developing processes to block reported stolen phones on the UK networks to the establishment and promotion of registration of their handset details by consumers, through to the provision of intelligence to support policing operations. Through these actions the stakeholders have demonstrated their commitment to make an impact on mobile phone theft and associated street crime.

This charter is intended to document the future commitment of the mobile phone industry, via MICAF, to continue to work in partnership with Law Enforcement Agencies and the Home Office.

Each signatory to the charter will support the following:

- The International Mobile Equipment Identity (IMEI) numbers, of handsets reported stolen to the Network, being blocked on all UK Networks via the UK Shared Equipment Identity Register (UKSEIR), in a timeframe agreed with the National Mobile Phone Crime Unit (NMPCU) and the Home Office
- The establishment of a specialist marketing group, within MICAF, to develop an agreed programme of activity to raise awareness of mobile phone theft, the industry's ability to block stolen phones across all UK networks, provide advice to consumers on mobile phone theft and promoting the ability to register mobile phone ownership details on a national property database. Emphasis will be given to youth on youth crime and educating young people on safe and secure ownership of mobile phones.
- The provision of training and information to call centre and retail sales floor staff in respect of crime reduction and false reporting of insurance claims.
- The commissioning of independent research in order to further stakeholders understanding of the drivers for mobile phone theft and measure the effectiveness of stakeholders efforts. The findings will be used to learn and refine strategy.

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- The establishment of an agreed testing process between MICAf, NMPCU and The Home Office to measure performance of the UKSEIR and commissioning of independent validation of this process.
- The production of an annual report of activity, via MICAf, to review the effectiveness of the 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.

We hereby, show our commitment to the above

Steve Andrews, Managing Director, Strategy, Convergence & Products, BT Group

Matthew Key, CEO, O2 UK

Bernard Ghillebaert, CEO, Orange UK

Tim Whiting, CEO, Phones4U

Jim Hyde, CEO, T-Mobile UK

Andrew Harrison, CEO, The Carphone Warehouse

Nick Wood, Managing Director, The Link

Alan Gow, CEO, Virgin Mobile UK

Nick Read, CEO, Vodafone UK

Bob Fuller, CEO, 3 UK

This charter sets out only a statement of intent and as such shall not create and should not be relied on by any third party as creating any legally binding obligation on or representation by any signatory to it.

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