What is CFCA?

The idea for the Communications Fraud Control Association began in February 1985 with a group of concerned communications security professionals from several different long-distance carriers.

Intent upon finding a more effective way to combat the growing problem of communications fraud, representatives from AT&T, ITT, MCI, Network One, Satellite Business Systems, and Sprint met to lay the groundwork for the Communications Fraud Control Association (CFCA).

These representatives left their first meeting assured that a cooperative effort through an Association of security professionals was a realistic and appropriate response to the identified need.

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Communications Fraud Control Association

‘'Young Freddie grew up as a lonely Fox without a phone. One day he realized he wanted to fight phone fraud because he was living in an old abandoned Bell Atlantic central office.

When the Phone Company employees went to clean up the CO, they encountered the fox and Freddie asked if he could be their mascot.

Freddie started to take down fraud rings left and right and became very popular in the mid to late 90s.

CFCA also accepted him with open arms and used his likeness in some of our marketing in the 1990's."

Belle

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Outfoxing the fraudsters!

Alex

Meet Alex and Belle
Paying homage to Alexander Graham Bell, Who was awarded the first US Patent for the invention of the telephone in 1876

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Non-Members

- Benefits of joining CFCA
- Our Commitments and Constitution
- Event Calendar
- Our supporting Sponsors
- Our Members
- Board and Staff
- About CFCA
- History
- Our strategic partners
- News/Blog

www.cfca.org

Existing CFCA Members Portal

- CCSP Certification
- Document Library
- Carrier Legal
- High Risk Ranges
- Forum
- Industry News
- Fraud Dictionary
- Your Profile
- Your membership

Document Library

- Fraud Surveys
- Communicator Newsletters
- Industry Reports
- Fraud Dictionary
- CFCA Policy documents
- CCSP documentation
- High Risk Ranges
- Publications
- Whitepapers

Forum

- Source of collaboration
- Knowledge sharing
- Problem solving
- Fraud domains/topics
- Committee activities

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Fraud Dictionary & Best Practices

CFCA with their members have produced a Fraud Dictionary, with each fraud defined in an individual Fraud Fact Sheet.

Each document when relevant to the fraud scenario is structured to provide:
  Definition
  Money Flow / Motivation / Methodology
  Best Practices
  Solutions
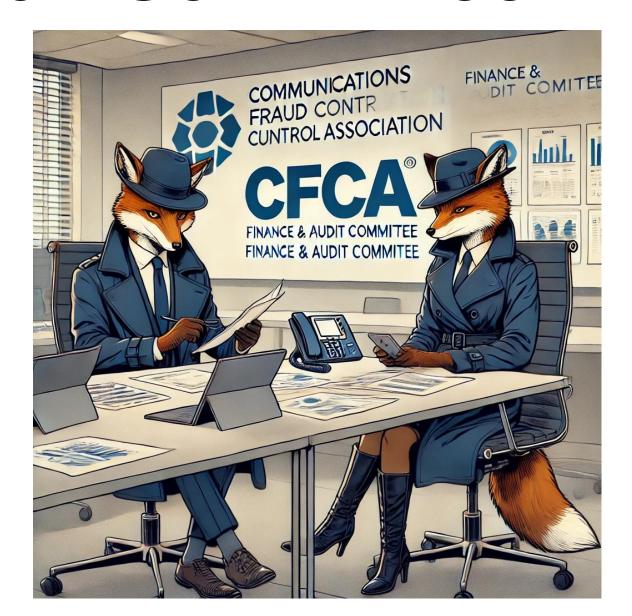 Advice to Consumers
  References

Finance & Audit Committee

In compliance with CFCA bylaws, this committee oversees all billing and payments as associated with membership dues, event registration fees, association sponsorships and oversees association investments.

Co-Chairs:

Adam Panagia, AT&T

Sue Ayer, Lateral Alliance

Membership Committee

The CFCA Membership Committee is responsible for identifying and reaching out to potential member organizations, familiarizing new and potential members with CFCA's benefits and offerings, and creating positive and informative experiences for new members.

Co-Chairs:

Adrian Lazar-Adler, T-Mobile

Fidel Aponte, Araxxe

Education & Resource Committee

The CFCA Education committee oversees coordination and development of educational material, whitepapers and resource library material and educational services, options and opportunities. The Education Committee is one of 4 main committees for CFCA and also oversees activity on sub-committees.

Co-Chairs:

Mary Hochheimer, Sinch

Ryan Karnas, Somos

Education & Resource Sub-Committees

CCSP (Sub-Committee: Education and Resource)

The Certified Communications Security Professional (CCSP) committee regularly evaluates the certification requirements and program content to maintain program relevance, identify gaps or improvements, and promote program value for CFCA members. Each CCSP committee member is also responsible for assisting with the vetting and approval processes associated with CCSP candidates. This includes the validation of credits and assessment of any submissions and interviews. All CCSP Committee members are required to have the Certified Communications Security Professional (CCSP) designation.

Co-Chairs: Terry Powell, Lumen and Jaime Zetterstrom, Somos

Fraud Dictionary and Best Practices (Sub-Committee: Education and Resource)

This committee is a spin-off from the Strategic Partnership committee where we will work with our strategic partners to develop common terminology and documentation that can be used throughout the industry defining different fraud and risk types and methods and the best practices for operators, vendors and consumers.

Co Chairs: Laura de la Fe, TextNow and Laura Weaver, Hawaiian Telecom

HTTF – Handset Trafficking Task Force (Sub-Committee: Education and Resource)

This coalition unites industry players including MNOs and Online Retailers to address the issue of illegally acquired and resold handsets. Committed to eradicating fraud across the Telecom sector, this task force will foster collaboration, information sharing, and the development of a comprehensive anti-fraud framework.

Co-Chairs: Steve Schwed, Verizon and Ben Castro, US Cellular

Fraud Loss Survey (Sub-Committee: Education and Resource)

This task force will be responsible for updating and administrating the CFCA Fraud Loss Survey, and sub-annual surveys. Actual coordination at a working group level will only occur as needed and this is not a consistent participation required working group.

Co-Chairs: Jason Lane-Sellers, LexisNexis Risk Solutions and Luke Taylor, Lateral Alliance

Marketing & Events Committee

The CFCA marketing committee handles the task of crafting our organization's marketing message to present the CFCA mission and objectives so that members, and potential members, have a clear impression of what the organization stands for and why they should support it. This includes useful resources such as the Communicator newsletter and communication through email, the website and social media platforms. The marketing committee oversees coordination of educational events, both live and virtual KNOW Sessions/Webinars as well as sponsorship programs for the organization and solid partnerships with other organizations, government entities and law enforcement and CFCA Award nominations and presentation.

Co-Chairs:

Stacy Graham, Sinch

Jaime Zetterstrom, Somos

Marketing & Events Sub-Committees

Event Coordination (Sub-Committee: Marketing and Event Coordination)

This committee oversees, and is responsible for, planning of Educational Events and other events hosted by CFCA throughout the year. The committee's objectives include the priorities of attaining a suitable city location, and a comprehensive agenda that ensures education, networking and further collaboration.

Co-Chairs: Stacy Graham, Sinch and Kevin Rupy, Wiley Rein

Digital Media (Sub-Committee: Marketing and Event Coordination)

This committee oversees development, improvement, security and maintenance of the CFCA website – including adding features, vetting vendors, penetration testing, etc. This committee also oversees all social media and other online content.

Chair: Sara Whitwell, Lateral Alliance and Luke Taylor, Lateral Alliance

Legal & Compliance (Sub-Committee: Marketing and Event Coordination)

This committee overseas audits and verifies compliance for CPNI, GDPR, PCI and more. This committee also seeks legal guidance on issues as needed for the association. This committee also maintains Boad of Director, Administrative Staff, and Committee-Co Chair acknowledgement of Code of Conduct and tracking of conflicts of interest.

Chair: Amber Kerr, Union Wireless and Laura de la Fe, TextNow

Marketing & Events Sub-Committees

Strategic Partnership (Sub-Committee: Marketing and Event Coordination)

CFCA is conscious of, and encouraged by, the vast number of organizations and associations through the industry focused on working together towards prevention of fraud, assurance of company revenue and best practices for companies and consumers. Our desire with the development of our Strategic Partnership program is to acknowledge like-minded associations and organizations that have a membership base focused on finding solutions. Our goal is not to impede progress of our partners, but rather collaborate to unify us all with common terminology, sharing of information and tools that benefit the industry, and communicate effectively alongside each other unified in the global battle against fraud. The goal of this committee is to work together, as organizations, with government, law enforcement, and consumer groups to unite in fighting the same battle.

Co-Chairs: Stacy Graham, Sinch and Adam Panagia, AT&T

Inclusive Professional Development Initiatives (Sub-Committee: Marketing and Event Coordination)

This committee is focused on the development of the communities of fraud fighters through education and mentorship. Celebrating the vast diversification within our ecosystem of professions, cultures, genders, level of knowledge and overall passion the Inclusive Professional Development Initiative Committee brings exceptional value to the CFCA membership and strengthens our members to grow within their chosen sector.

Co-Chairs: Jaime Zetterstrom, Somos and Fidel Aponte, Araxxe

Trust & Transparency Working Group (Sub-Committee: Marketing and Event Coordination)

This working group will focus on determining and promoting best practices for proper adoption of STIR/SHAKEN and related technologies, Know Your Customer and vetting practices, and emerging technologies. The group will maintain focus on ensuring safe, privacy protecting mechanisms and creating transparent and enforceable methods related to restoring trust in the telephone number ecosystem.

Co-Chairs: Chris Wendt, Somos and Guy Pearson, Bank of America

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Strategic Partnerships/Industry Collaboration

Legal/Regulatory Collaboration

Trust & Transparency Working Group

The CFCA Trust and Transparency Working Group serves as an industry forum where providers and enterprise participants in the voice, messaging telecommunications, and adjacent UCaaS, CPaaS, and CCaaS spaces collaborate to enhance trust and transparency. Our primary mission is to advance the adoption of core authentication technologies, such as STIR/SHAKEN, and to establish and promote adoption as industry-endorsed best practices.

We are committed to:

- Promoting the proper adoption of STIR/SHAKEN and related technologies.
- Developing a comprehensive framework of best practices and policies for provable vetting and KYC.
- Exploring emerging standards and policy frameworks to accomplish these goals.
- Ensuring safe, privacy-protecting mechanisms to associate telephone identities with responsible parties.
- Creating transparent and enforceable methods to build trust in the telephone number ecosystem.

By achieving these goals, we aim to restore trust in telecommunications services for enterprises and their customers, ensuring a secure and reliable communication environment.

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Trust & Transparency Working Group

- Focus on solutions and paths forward that solve real problems of industry, both service providers and the customers that are impacted by the effects of robocalling and fraud.

- From enterprises: what are we supposed to do to fix the problem?

- From service providers: what are reasonable solutions to enable fixing the problem?

- Facilitating the conversation between real problems to real solutions and connect how STIR/SHAKEN or other industry initiatives can help.

- Facilitate the "uncomfortable discussions" about the realities of bridging enterprise needs to a realistic path forward for service providers

- Develop a survey to get the ball rolling, get a sense of where both enterprises and those that provide the platforms telecommunications services are seeing the problems and potential solutions.

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Announcing the TTWG Survey

We want to engage across industries

- Within CFCA membership
- With partner industry forums like SIP Forum
- Service providers are critical part of the solution, but want to facilitate the voice of those that are impacted and want to help align on industry solutions that we all can align on
- Engage industry verticals that are impacted by robocalling and robotexting fraud and impersonation, like Financial and Healthcare industries, Government services, Consumer advocates, etc.

Help us identify relevant industry forums that can help frame the problem and are important voices

Contact CFCA

Become a member
Contact: fraud@cfca.org

Want to know more about CFCA
Website: www.cfca.org

Become a sponsor
Website: www.cfca.org/sponsors

Find out where our next event is
Website: www.cfca.org/events

Want to know more about CCSP
Website: www.cfca.org/ccsp

Want to see more on the Fraud Survey
Website: www.cfca.org

fraud@cfca.org

Where communications professionals go to know

CFCA
Communications Fraud Control Association

Follow us…

CFCA
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Thank you

fraud@cfca.org

#GoToKnow

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