CFCA Winter Educational Event

26-28 February 2019

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Tuesday, February 26, 2019	
9:00am	Registration
9:30am to 11:00am	**Fraud 101 Workshop** – Jason Lane-Sellers, ThreatMetrix and Mark Zmigrodski, AT&T
1:00pm to 1:30pm	Welcome & Announcements
1:30pm to 2:15pm	**The Walking Dead, Inc.: Combating the Invasion of Zombie Companies and How They Eat Your Profits - Brit Treadway, Principal, TransUnion Solution Consulting Group** With the emergence of the "Zombie genre" across countries and cultures, it should come as no surprise that "Zombie businesses" are becoming a problem for carriers as well – both in the United States and globally. What is a Zombie business and why should anyone care? Broadly defined, a Zombie firm is a company whose profits are not enough to cover the interest service on their loans. 16% of U.S. firms (12% globally) fall under the definition of a Zombie business, whereas in the early 1990's the Zombie rate was only 2%. To a great extent, this growth has been driven by leveraged loans and lower interest rate availability – which in turn have propped up companies that probably should

	never have continued to be in business. There is a mounting need to understand, identify and protect oneself when working with and evaluating these companies – particularly smaller companies that may have even less rigor and stability.
2:15pm to 3:00pm	**The CFCA Fraud Loss Survey: A Review of the Last Ten Year's Trends – Jason Lane-Sellers, ThreatMetrix** As 2019 will see the launch of the latest CFCA fraud survey, this presentation will look at the survey results over the years and track the developments and changes in fraud and also identify the aspects that we will need to analyze in the future.
3:00pm to 3:30pm	Networking Break
3:30pm to 3:45pm	**Rapid Fire – Nuance Communications**
3:45pm to 4:30pm	**Fraudsters Never Sleep – How Carriers are Answering the Call** **Roanne Levitt, Nuance Communications** As carriers have transitioned to becoming more digital, modern-day pirates have evolved their schemes to capitalize on any vulnerabilities. One of their primary focuses is the contact center – considered by Gartner to be the "epicenter of vulnerability" in omni-channel customer-facing organizations. By 2020, Gartner projects that 75% of these businesses will endure a targeted, cross-channel fraud attack with the contact center as the primary point of compromise. Bottom line: Fraud is a force to be reckoned with and carriers need to be vigilant and creative to answer the call. How can they keep one step ahead of fraudsters? This session will showcase the innovative ways that carriers across the globe are mitigating fraudulent attacks.
6:00pm	Evening Ice Breaker Reception Informal cocktail reception and networking opportunity (5:30pm Start for First time attendees)

Wednesday, February 27, 2019

8:00am to 9:00am	Breakfast / Registration Open
9:00am to 9:15am	Days Announcements and agenda review
9:15am to 10:00am	**Consumer Fraud: Then & Now - Jason Lane-Sellers, ThreatMetrix** This presentation will look at the development in attacks against the consumer and utilizing consumer data, such as identity fraud, account takeover and synthetic ID over the years, and also take a look at the future developments in this space.
10:00am to 10:30am	Networking Break
10:30am to 11:30am	**A Brief History of Phone Phreaking – Adam Panagia and Mark Zmigrodski, AT&T** You will be transported through a time warp and go back in time to see how phone phreaking emerged and progressed over the years. From an innocent bonding ritual for youngsters to explore and bond through the sharing of telco information to more nefarious exploits will be presented. Both presenters will

	provide real-life stories from their actual investigations of phreakers in the 1990's.
11:30am to 11:45am	**Rapid Fire – Boku Identity**
11:45am to 1:00pm	**Lunch**
1:00pm to 2:00pm	**5G Security Considerations: The Impacts of New Standards – Dr. Jyrki Penttinen, GSMA – North America** - Renewed 5G security architecture - Principle of the new 5G identifiers - Procedures for authentication, authorization and key derivation - Role of the SIM card and subscription management in 5G era - Foreseen development towards the Second Phase 5G as per 3GPP Release 16
2:00pm to 2:30pm	**Networking Break**
2:30pm to 3:30pm	**Toll Free Traffic Pumping Update** – **Pat Armor- FBI, Terry Powell & John Cunningham-CenturyLink, and Adam Panagia-AT&T** CFCA industry members and Law Enforcement will provide a brief refresher overview on how Toll Free Traffic Pumping is perpetrated and how fraudsters make money on this scheme. Impacts of recent Law Enforcement activity will also be shared and discussed.
3:30pm to 4:30pm	**Knowledge Network 1** - Open Forum: Build on discussions from member questions
4:30pm	Adjourn
6:30pm	**Evening Dinner & Networking Event at The Smokehouse Restaurant**

Thursday, February 28, 2019	
8:00am to 9:00am	Breakfast
9:00am to 9:45am	**The Evolution of VoIP Fraud: From Basic Voice Over the Internet Call Theft to 4G and 5G SIP Malware and Ransomware - Velona Systems – Tony Friar** The presentation will cover the early days of VoIP toll fraud which focused on hacking VoIP gateways, PBXs and video conference systems that had a connection to the Internet and will move onto how 4G and 5G devices and networks are open to fraud, extortion and DoS from SIP malware and ransomware.
9:45am to 10:30am	**Progression of IRSF – Jaime Zetterstrom, West Corp** IRSF is still a leader in fraud costs for businesses. This presentation will cover what IRSF is and why it is still profitable for fraudsters. We will also cover what countries and how it was leveraged 10 years ago compared to the countries leveraged and the how it is used today.
10:30am to 11:00am	Break
11:00am to 12:00pm	**Knowledge Network Session 2**
12:00pm	Closing remarks & adjourn