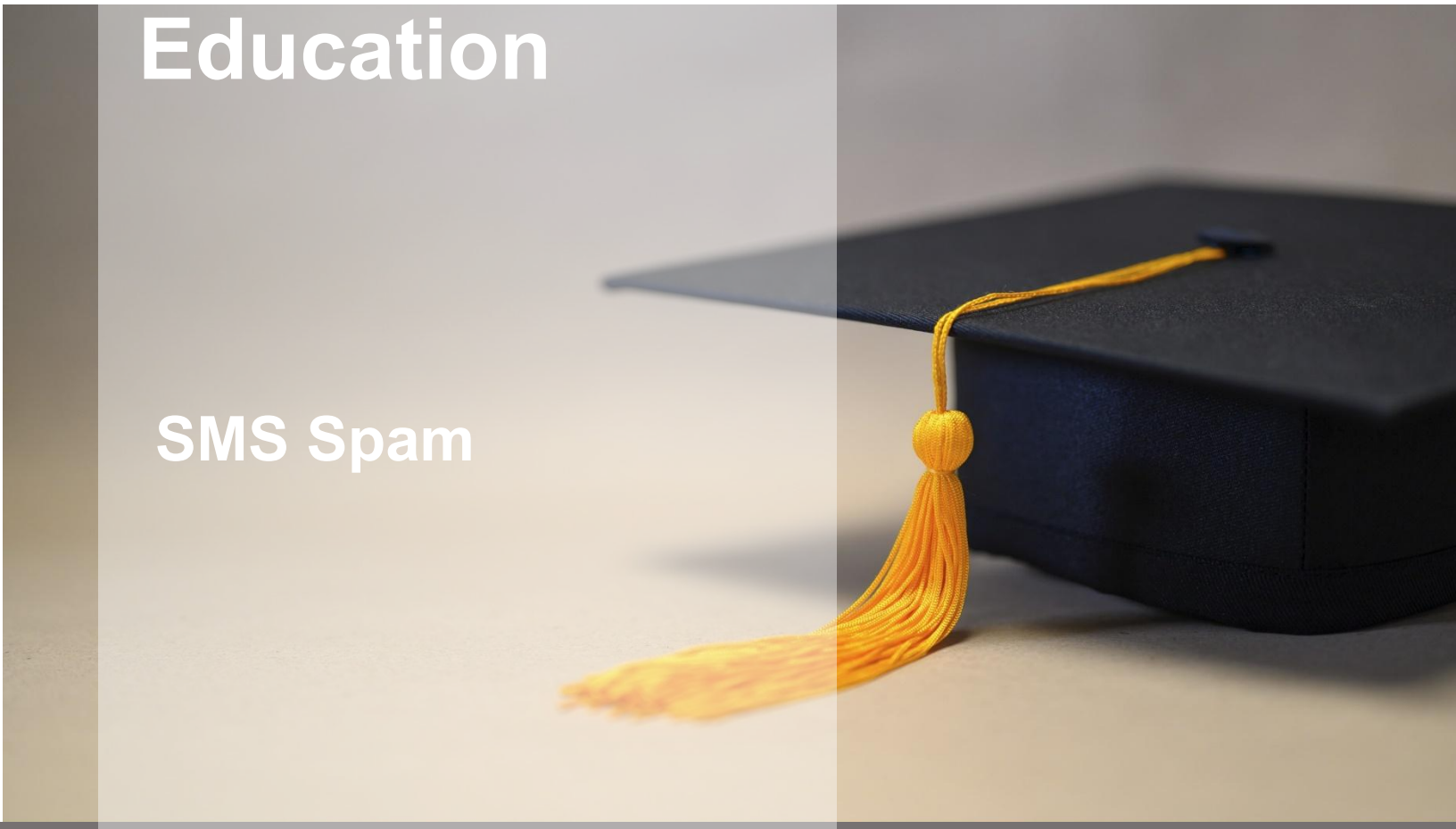
Consumer Education



SMS Spam

FRAUD FACTS

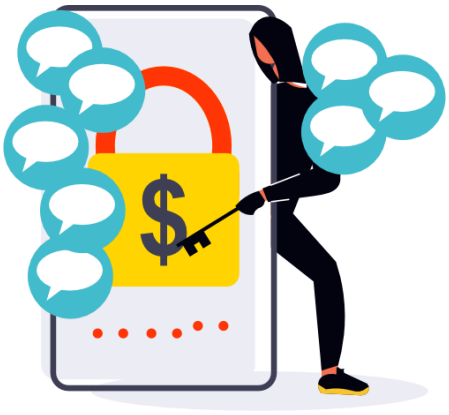
Communications Fraud Control Association

Version 2.0

CFCA
Communications Fraud Control Association

SMS Spam

Providing insights, knowledge and learning when it comes to fraud.



DEFINITION:
Any "junk" text messages (SMS or iMessage) that were not solicited by the customer.
Some examples of SMS spam can be mass advertisements or repetitive messages.

MOTIVATION:
The primary motivation behind SMS Spam, as with most other types of fraud, is financial. Spammers are often promoting something, a product or site, and when sending the message to multiple people, there are some individuals that are bound to innocently respond and make the spamming profitable for the bad actor.

There are other types of SMS Spam that aren't financially motivated, and are more interested in sending information, sometimes false information, to a wide net of people. This type of SMS Spam is often pushing political agendas or other types of ideas.

This method can also be used to deliver malware/viruses to a device.

ADVICE TO CONSUMERS:
Do not open any embedded links or respond to text messages from unknown or suspicious sources.

SOLUTIONS:
When you receive a spam text message on your phone, forward that text to the short code 7726 (US), which spells “SPAM”, to report it. You’ll then receive an automated message from your wireless carrier, asking you then to enter the phone number from which the spam text was sent.

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Communications fraud is the use of telecommunications products or services with no intention of payment. Fraud negatively impacts everyone, including residential and commercial customers. The losses increase the communications carriers' operating costs. Although communications operators have increased measures to minimize fraud and reduce their losses, criminals continue to abuse communications networks and services. Therefore, communications operators tend to keep their actual loss figures and their plans for corrective measures confidential. Due to the sensitive nature of this topic, CFCA used a confidential opinion survey of global communications operators to support the global fraud loss study.

About CFCA

CFCA is a not-for-profit global educational association that is working to combat communications fraud. The mission of the CFCA is to be the premier international association for revenue assurance, loss prevention and fraud control through education and information. By promoting a close association among telecommunications fraud security personnel, CFCA serves as a forum and clearinghouse of information pertaining to the fraudulent use of communications services. For more information, visit CFCA at www.CFCA.org.

Correspondence should be sent to fraud@cfca.org

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