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Information on the implementation of the international call blocking measures provided for in Resolution No. 106/25/CONS and the outcome of the Technical Committee's work on spoofing for calls originating within the country – request for any contributions

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With Resolution No. 106/25/CONS, the Authority introduced a series of measures aimed at curbing the phenomenon of so-called spoofing, the practice of manipulating the information that carries the caller's identity, the so-called CLI, in order to prevent identification and callback (the called party sees a calling number that does not correspond to the actual originator of the call).

The anti-spoofing measures provided for in Resolution No. 106/25/CONS (hereinafter "the Resolution") were defined as part of the procedure initiated with Resolution No. 457/24/CONS, which involved a broad range of stakeholders (consumer associations, business associations, telecommunications operators, and other relevant stakeholders, including experts and operators from other sectors directly involved in the CLI spoofing issue), both through participation in a public consultation and as part of the work of the technical committee established during the proceeding.

The resolution introduced technical measures to block calls with spoofed CLIs originating from abroad before they reach users.

The entities required to implement the blocking are the so-called International Carriers, i.e., the Italian operators that manage the "border interfaces" with foreign networks, through which foreign-authorized operators route voice calls intended for Italian users into the national networks.

To block calls where the CLI is a mobile number, mobile operators managing roaming users are required to collaborate with international carriers to identify cases in which the call may originate from a mobile user roaming abroad[1].

The list of calls from abroad that must be blocked by international carriers is, in summary, the following (for details, see Annex A to the resolution):

- Calls with CLI corresponding to a national landline number (such calls presumably cannot originate from abroad);
- Calls with CLI corresponding to a non-geographic national number, e.g., 800xxx numbers (such numbers cannot be used abroad);
- Calls with a CLI corresponding to a national mobile number assigned to users, subject to verification that the user using the number is not roaming abroad (mobile operators check users' roaming status and instruct international carriers to block calls if the user is not roaming);
- Calls with a CLI corresponding to a national mobile number not yet assigned.

The phenomenon of spoofing is currently largely attributable to calls originating from abroad. However, the resolution (Article 8.4 of Annex B) also provides for a specific technical committee to address the introduction of technical measures to combat the spoofing of calls originating in Italy.

That said, the attached document provides an overview of the implementation status of the resolution regarding the blocking of illicit calls routed to Italy from abroad and the findings emerging during subsequent meetings of the Technical Committee regarding spoofing originating and terminating in Italy.

Specifically, a brief summary of the findings of the Technical Committee meetings is provided, along with recommendations for operators to maximize the effective application



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of the current regulatory framework, ensuring the correctness of the CLI for voice calls originating in Italy over a data network and terminating in Italy over a traditional network.

Given the above, interested parties are invited to review the attached document and provide information, assessments, and answers to the questions posed by sending their own document by September 5th to the certified email address agcom@cert.agcom.it, for the attention of the Consumer Protection Directorate. Please indicate "Technical Committee pursuant to Resolution No. 106/25/CONS" in the subject line.

[1] In the case of calls with a CLI corresponding to a mobile number, an international call may have been legitimately generated by a user roaming in a foreign country; in this case, it must not be blocked by the international carrier. For this purpose, the operator managing the user's roaming service is required to provide the International Carrier who received the call from abroad with the blocking indication.