

September 17, 2020

**ABRIDGED**

Mr. Claude Doucet  
Secretary General  
Canadian Radio-television and  
Telecommunications Commission  
Ottawa, ON K1A 0N2

**VIA GC KEY**

Dear Mr. Doucet:

**Re: CRTC file: 8665-C12-202000280 - Update - Unauthorized Mobile Telephone Number Transfers and SIM Swapping in Canada**

1. In our letter to the Commission dated August 25, 2020, the Canadian Wireless Telecommunications Association (CWTA) indicated that its WNP Council was studying the issues that led to the temporary roll-back of the enhanced mobile number porting process (“Enhanced Process”) with a view to developing a plan for remediation and relaunch of the Enhanced Process. This letter provides the Commission with an update on the WNP Council’s progress in this matter.
2. CWTA requests that the Commission treat certain information contained in the responses below as confidential. The identified responses are filed in confidence pursuant to section 39 of the Telecommunications Act, sections 30-34 of the Rules of Practice and Procedure and section 20 of the Access to Information Act. CWTA and WNP Council members would never publicly disclose details of steps the industry is taking or contemplating taking to prevent unauthorized ports and SIM-swaps other than to the Commission. The information submitted contains detailed fraud prevention measures, and its release would enable fraudsters to better understand the measures implemented by the industry to protect Canadian consumers from fraud, thus circumvent these measures and expose consumers to further harm. CWTA submits that any possible public interest in disclosure of this Information is greatly outweighed by the specific direct harm that would flow to Canadians and the WNP Council members.

**Agreement on Approach:**

3. As identified in the responses to the Commission’s requests for information (RFI), WNP Council members had identified two approaches to mitigate fraudulent porting and were working to determine how best to move forward as an industry. Since that time, Council members have come to agreement on the industry approach.

4. [REDACTED]

[Redacted]

[Redacted]

5. [Redacted]

6. [Redacted]

7. [Redacted]

[Redacted]

8. [Redacted]

9. [Redacted]

10. [Redacted]

11. [Redacted]

[Redacted]

12. [Redacted]

**Timelines:**

13. The successful implementation of the Enhanced Process remains a priority for all WNP Council members. Members are working diligently to relaunch as quickly as possible. All members recognize that ensuring this additional safeguard is available to consumers as quickly as possible is important to protect against unauthorized mobile transfers and potential fraud. Subject to any unforeseen issues, CWTA expects the Enhanced Process will be [Redacted].

14. As Commission is aware, WNP Council members invested significant time and resources to develop a viable and timely industry solution. Regardless of whether carriers had already launched their solution or

were building to launch this fall, additional development work is now necessary. To this end, the WNP Council continues to meet regularly to refine the solution's specifications to ensure a successful relaunch that will not experience similar unintended consequences as were experienced in August.

Yours truly,

[Original Signed by Eric Smith]

Eric Smith  
Senior Vice President

c.c.:

Distribution List

Michel Murray [Michel.murray@crtc.gc.ca](mailto:Michel.murray@crtc.gc.ca)

Bill Mason [bill.mason@crtc.gc.ca](mailto:bill.mason@crtc.gc.ca)

John Lawford, PIAC [jlawford@piac.ca](mailto:jlawford@piac.ca)

Ursula Grant [ugrant@cwta.ca](mailto:ugrant@cwta.ca)

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