



Private investigations : Proximus experience since 20 years

Dirk Lybaert, Chief Corporate Affairs & Wholesale

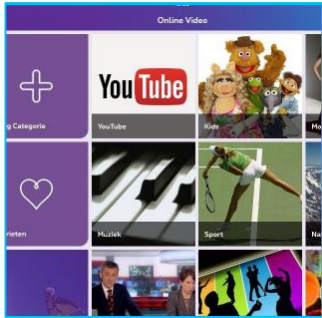
CPS-studiedag, IFA, Brussels, 24 oktober 2017

Proximus is...



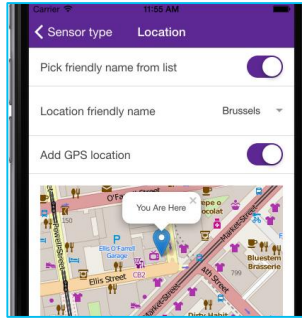
Proximus is a telecommunications company operating in the Belgian and international markets. We are the leading national provider of telephony, internet, television and network-based ICT services.

1



Our high-quality interconnected fixed and mobile networks offer access anywhere and anytime to digital services and data, as well as to a broad offering of multimedia content.

2



We are investing in future-proof networks and innovative solutions, creating the foundations for sustainable growth.

3



We put the customer at the heart of everything we do. Our aim is to deliver the best customer experience and to simplify the customer journey by offering accessible and easy to use solutions.

4



We contribute to the economic, social and environmental development of the society in which we operate.

5

Key Figures FY 2016

€ 5.9 billion

Underlying Revenue



€ 1.8 billion

Underlying EBITDA

13,600 FTE's



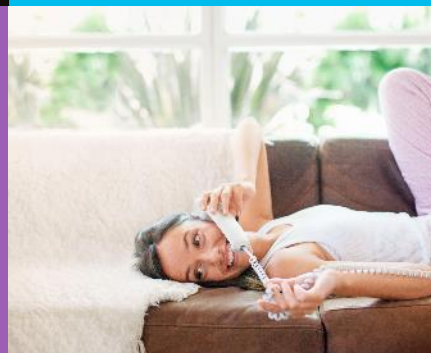
€ 559 million

Free Cash Flow
generation



€ 1 billion

Investments



Customer base – Q2 2017



Fixed Internet lines

1,959,000



Unique TV customers

1,533,000



Total Mobile
customer base
(excl. M2M)

4,900,000



3- & 4-Play
households & small
offices

1,410,000

We serve the consumer market

Innovative convergent offers that everyone can tailor to his needs



Rich and varied content available on all screens



NETFLIX



Professional solutions with professional guarantees for independents and small businesses

A superior customer experience in all interactions:

- Best quality integrated networks
- Proactive servicing
- Best accessibility across all channels with a digital-first mindset: MyProximus, website, customer support, social media and shops

We serve the corporate market

Telco

IT



WAN-LAN
Connectivity



Network-based
communications



Professional &
Managed services



Datacenter
infrastructure



Network-enabled
services



Internet of Things



Communication
& Collaboration



Security

Our complementary brands meet the demands of a wide range of customers



proximus

Belgium's leader in quality and service with the full choice of features – bringing customers instantly close to what matters



No frills offering for customers looking for the best prices



The Proximus Group telecom operator in Luxembourg, offering fixed and mobile products and convergent services



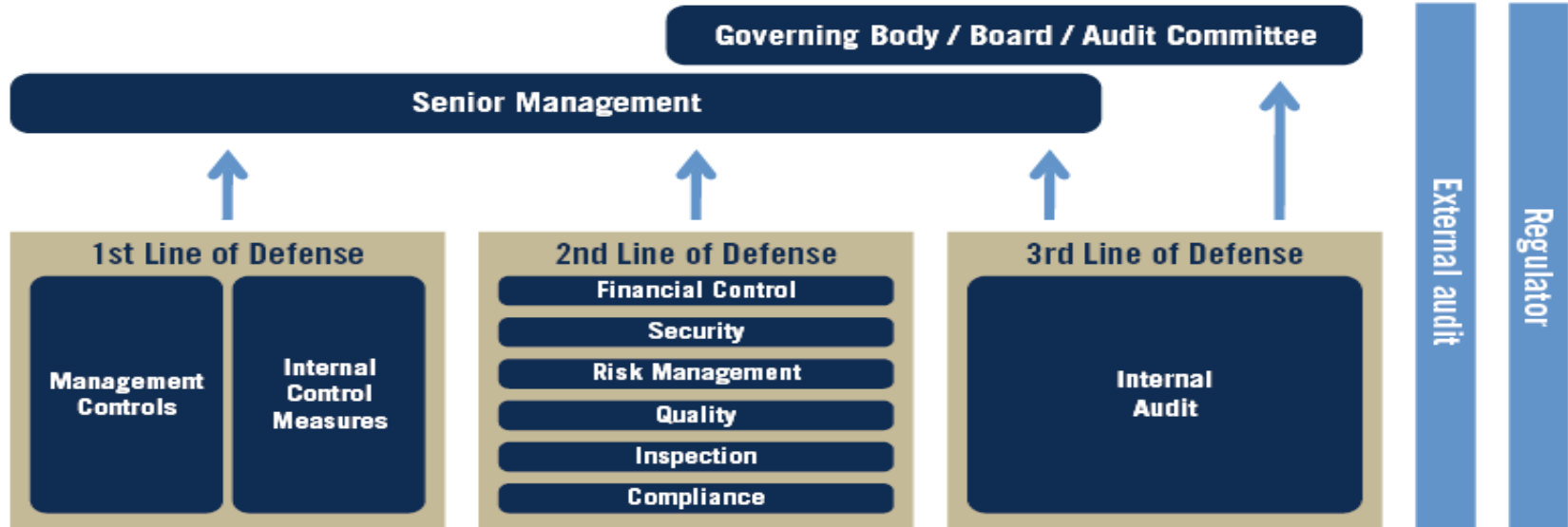
ICT with a focus on corporate and institutional customers in the Netherlands and Luxembourg



Best-in-class international wholesale solutions for voice and mobile data service providers worldwide, with an expertise in security and CPaaS solutions

3 lines of defense

The Three Lines of Defense Model



Complementary control : corporate investigations

Classical lines of defense

1st line : Management controls

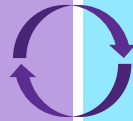
2nd line : Financial, Security,
Risk, Compliance controls

3rd line : Internal audit

Complementary control

Proximus Group Investigations

*Investigation of criminal
activities & violation of Code
of Conduct & Policies*



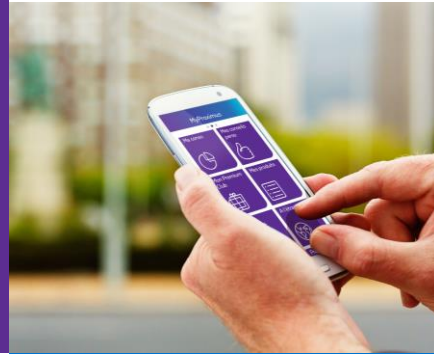
Proximus Group Investigations

- Created in 1997
- 5 investigators & 2 fraud analysts, all being employees of Proximus
- Specific knowledge of the company and telecom domain
- Compliance with the Law of 1991 regulating the profession of private detective
- Communication of offenses and crimes to the legal authorities.



Key activities

Incident
handling &
Investigations



Awareness &
Prevention

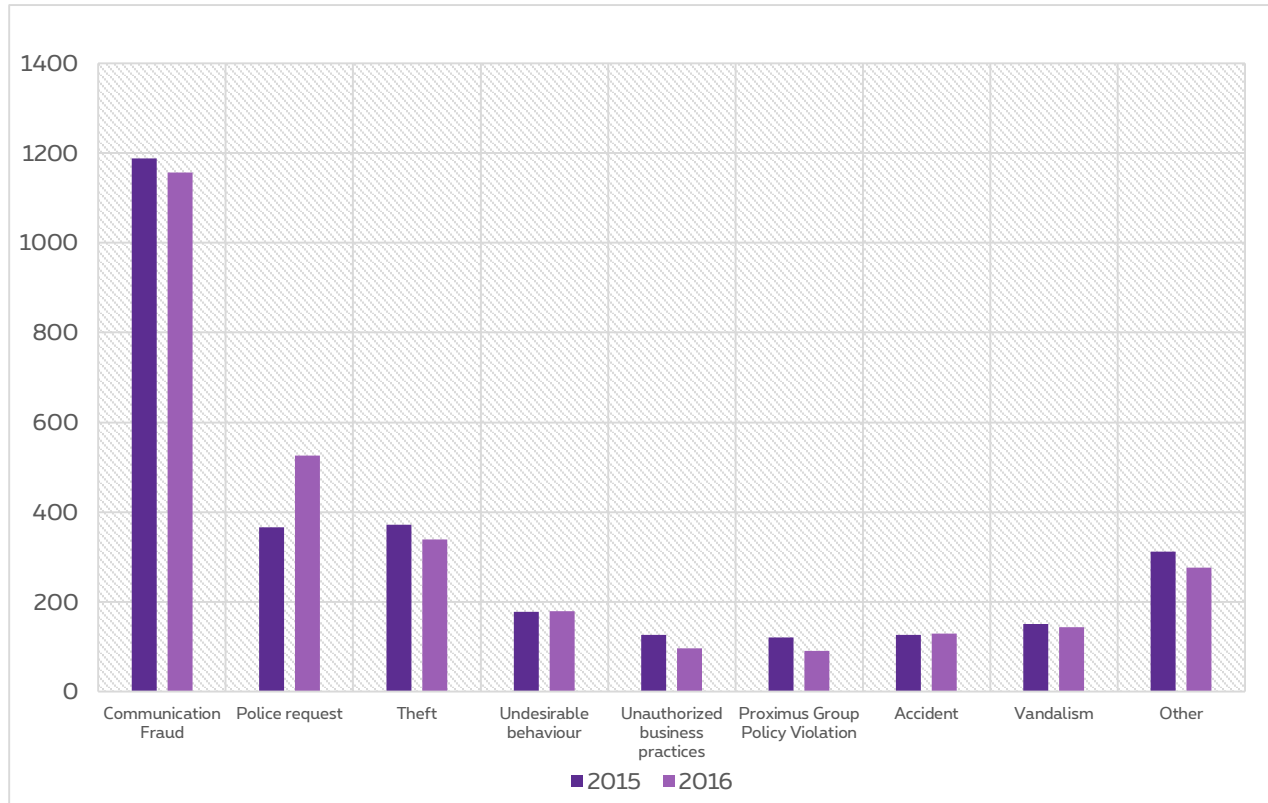


Fight against
Fraud



Military
clearance
Inquiries from
Police

Incidents 2015-2016



Telecom Frauds



1. Subscription fraud (identity theft)
2. International Revenue Share fraud
 - Mobile roaming fraud
 - PABX hacking fraud
3. SIMbox fraud



Subscription fraud / ID theft



Arnaque: au lieu de ses 35 euros de forfait habituels, Valentin reçoit une facture GSM de 16.000 euros

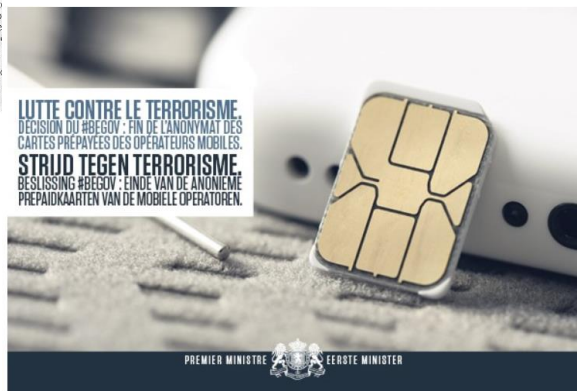
Publié le 26 février 2015 à 05h46, mis à jour à 10h19 | 16013 | 21 réactions



Communiqué de presse 13 Mai 2016

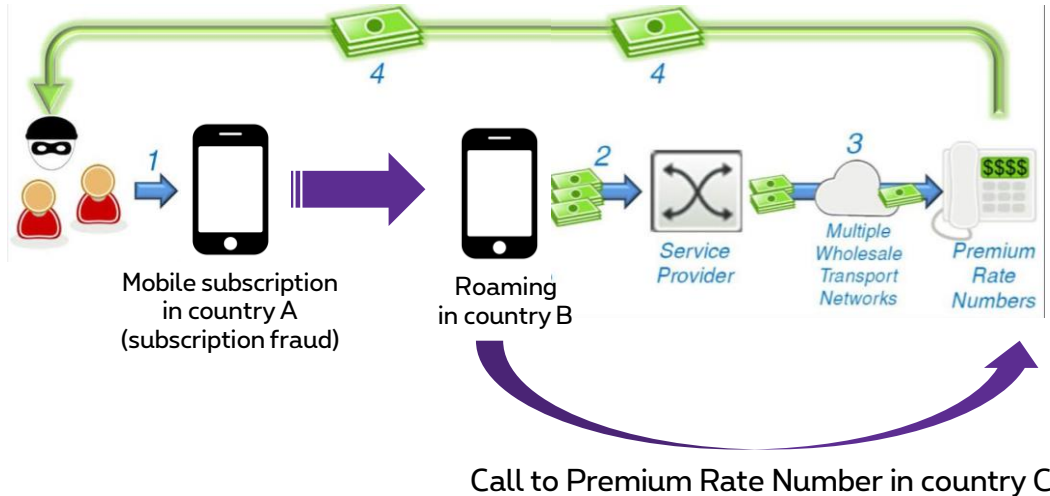
Fin de l'anonymat des cartes sim prépayées

le sien ont appelé à l'étranger pendant 3 Proximus. Résultat: une facture de plus

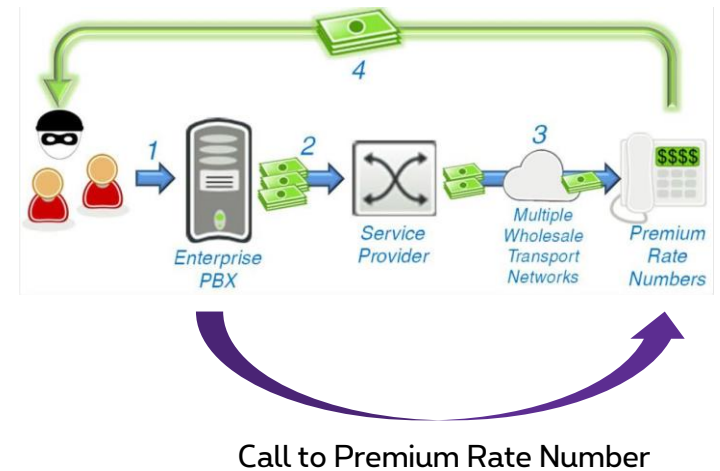


International Revenue Share fraud (Premium Rate Number)

Mobile roaming fraud

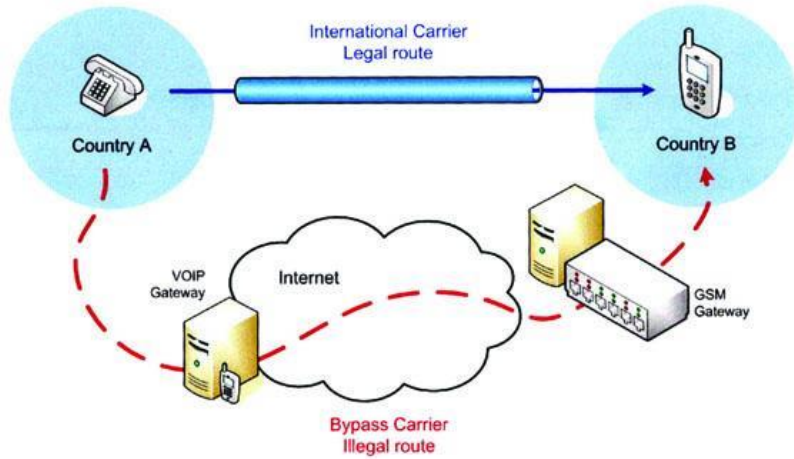


PABX hacking fraud



Source of pictures : TransNexus white paper

SIMbox fraud



Premium Rate Service fraud

Arnaque Proximus



Fontaine-l'Évêque: Angelo Ferrazzano retourne en prison pour une arnaque Proximus

sudinfo.be

Les deux hommes ont été arrêtés ensemble lundi soir, vers 21 heures. Ils se trouvaient à Fontaine-l'Évêque et venaient, aux dires des témoins mandatés par Proximus, de trafiquer une armoire téléphonique, celle où aboutissent les lignes fixes des clients.

Les deux beaux-frères étaient sous surveillance depuis quelques jours déjà. En effet, certains clients s'étonnaient d'avoir reçu des factures téléphoniques astronomiques -on parle de parfois 1000 euros !- alors qu'ils juraient n'avoir jamais appelé de messageries roses ni participé à des concours téléphoniques coûteux via des numéros d'appels commençant par 0900. Ce sont manifestement les plaintes de ces clients mécontents qui ont initié l'enquête de Proximus et mené à l'interpellation, lundi soir, à proximité d'une des bornes trafiquées.

Vandalism – Sabotage – Copper theft



Collaboration with Law enforcement authorities

- 526 requests form police in 2016
- Subscription frauds
- Bad behaviors
- Vandalism / sabotage of Proximus infrastructure



Legal perspective – Law of 1991

- Law of 1991 regulating the profession of private detective
- Providing the legal framework
- Obligation to inform the Public Prosecutor's office of crimes and offenses identified during the investigations

It is well appropriate for corporate investigations



Important provisions

Duty of discretion (Art. 10).

- Filing.
- Confidentiality.

Investigative techniques (Art. 5).

- Privacy (cameras, access control, etc.).

Prohibitions (Art. 7).

- Trade-union convictions, philosophical beliefs, etc.
- Health.

Legal person governed by Public Law (Art. 13).

- Special authorization.

Ethics & control

- In full compliance with Law of 1991
- Proportionality
- Balanced : aggravating and extenuating circumstances
- No provocation, only authorized investigative technics
- No involvement in disciplinary sanctions



Few take aways

- Proximus Group Investigations conducts investigations which require specific expertise
- Strict compliance with Law of 1991
- Telecom frauds = key activity
- Proportionality principle
- Deontological and ethical principles
- Respect of the different legislations and persons concerned by the investigations.

