# POLICY FRAMEWORK AND RECOMMENDATIONS TO MINIMIZE THE USAGE OF SUBSTANDARD, COUNTERFEIT AND STOLEN MOBILE COMMUNICATION DEVICES

Amila Prasanna Saputhanthri

(158486D)

Degree of Master of Science

Department of Electronic and Telecommunication Engineering

University of Moratuwa

Sri Lanka

December 2019

# POLICY FRAMEWORK AND RECOMMENDATIONS TO MINIMIZE THE USAGE OF SUBSTANDARD, COUNTERFEIT AND STOLEN MOBILE COMMUNICATION DEVICES

Amila Prasanna Saputhanthri

(158486D)

Thesis submitted in partial fulfillment of the requirements for the degree Master of Science in Telecommunication

Department of Electronic and Telecommunication Engineering

University of Moratuwa

Sri Lanka

December 2019

**DECLARATION** 

I declare that this is my own work and this thesis does not incorporate without

acknowledgement any material previously submitted for a Degree or Diploma in any

other University or institute of higher learning and to the best of my knowledge and

it does not contain any material previously published or written by another person

except where the acknowledgement is made in the text.

Also, I hereby grant permission to University of Moratuwa, the non-exclusive right

to reproduce and distribute my thesis, in whole or in part in print, electronic or other

medium. I retain the right to use this content in whole or part in future works (such as

articles or books).

Signature: Date:

The above candidate has carried out research for the Masters Dissertation under my

supervision.

Name of the supervisor: Eng. A.T.L.K. Samarasinghe

Signature of the supervisor:

Date:

#### **ABSTRACT**

Telecommunication sector is one of the technologically advanced sectors, globally. The mobile device market is always growing and it is very competitive. Counterfeit and substandard devices are collectively known as black market devices. Availability of black market and stolen mobile devices is a global issue.

When buying a mobile device, most of the people focus on cost, brand and model. The important factors that represent the standard of mobile devices such as validity of International Mobile Equipment Identity (IMEI) and the Specific Absorption Rate (SAR) value are neglected.

It is important to adhere to a proper policy framework and introduce systems such as Equipment Identity Registers (EIRs) to minimize the usage of black market and stolen mobile communication devices. Mobile device blocking and regulation have become difficult tasks due to the unavailability of proper systems and policies. This has allowed stolen and black market mobile device usage.

As per the user survey conclusions, it was identified that user behavior patterns, limitations of existing EIR and prevailing policies should be changed to address the issue.

A policy framework that includes the steps of increasing user awareness, establishing a proper blocking mechanism and adding reforms to regulations is recommended as a solution.

#### **ACKNOWLEDGEMENT**

It is with great pleasure that I take this opportunity to convey my sincere thanks to the Department of Electronic and Telecommunication Engineering, University of Moratuwa, Sri Lanka for giving me the opportunity to participate in the Master of telecommunications course.

I would like to convey my special gratitude towards Eng. A.T.L.K. Samarasinghe (Senior Lecturer, Department of Electronic and Telecommunication Engineering) for providing me with valuable supervision and support throughout my research project. Further, I would like to thank Ms. Tharalika Livera, Deputy Director for Compliance (Surveillance & Quality of Service) of the Telecommunications Regulatory Commission of Sri Lanka (TRCSL) for providing information regarding the existing regulations and issues.

Finally, I would like to extend my gratitude towards all the lecturers, telecom service providers, my batch mates and all the others who helped me on this research project.

## TABLE OF CONTENTS

DECLA	ARATION	I
ABSTR	RACT	II
ACKNO	OWLEDGEMENT	III
СНАРТ	TER 1: INTRODUCTION	9
1.1	Overview of mobile industry	9
1.2	Overview of stolen, counterfeit and substandard mobil	le devices11
1.3	Motivation	12
1.4	Research Objectives	13
1.5	Organization of the thesis	14
СНАРТ	TER 2: LITERATURE SURVEY	15
2.1	Negative Impacts Experienced by Telecommunication	i Eco System 15
СНАРТ	TER 3: PROBLEM FORMULATION	22
СНАРТ	TER 4: DATA COLLECTION AND DATA ANALY	YSIS28
4.1	User Surveys	28
4.2	User Survey Results	29
4.2.1	Demo graphic aspects	29
4.2.2	Results of user survey conducted among mobile dev	vice users 30
4.2.3	Results of user survey conducted among mobile ope	erators34
4.2.4	Results of user survey with TRCSL	36
СНАРТ	TER 5: POLICY FRAMEWORK AND RECOMME	ENDATIONS 38
5.1	Available solutions for Sri Lanka	38
5.2	Comparison of Alternatives	39
5.2.1	Alternative methods of increasing user awareness	39
5.2.2	2 Alternative methods of establishing a centralized of	database and blocking
mach	haniem	41

5.2.3 Alternative methods of adding reforms to existing regulations
5.3 Proposed Policy Framework for Sri Lanka
5.3.1 Selected Method of Increasing User Awareness
5.3.2 Selected Method of Establishing a Centralized Database and Blocking
Mechanism
5.3.3 Selected Method of Adding Reforms to Existing Policy Framework 54
5.3.4 Implementation plan
CHAPTER 6: CONCLUSION AND FUTURE WORK
6.1 Conclusion
6.2 Future work
6.2.1 Fake IMEI identification
6.2.2 Automated user identification
REFERENCES 61
ANNEX – A: CONSUMER USER SURVEY
ANNEX – B: OPERATOR USER SURVEY67

## LIST OF FIGURES

Figure 1: Mobile subscriber growth in Sri Lanka	9
Figure 2: Global mobile traffic growth	10
Figure 3: Broadband penetration in Sri Lanka	11
Figure 4: Proliferation of black market mobile devices	12
Figure 5: Living area	29
Figure 6: Education qualification	29
Figure 7: Mobile phone usage	30
Figure 8: The types of mobile phones used	30
Figure 9: The brands of mobile phones used	31
Figure 10: The ways of purchasing a mobile phone	31
Figure 11: The selection criteria of users	32
Figure 12: Lost mobile phones	32
Figure 13: Awareness of people	32
Figure 14: Informing relevant authorities after losing a mobile phone	33
Figure 15: Finding a lost mobile phone	33
Figure 16: Satisfaction of people regarding the existing proses	33
Figure 17: EIR system architecture of operators	35
Figure 18: Theproposed real time CEIR system architecture	42
Figure 19:Thenon-real time CEIR system architecture with onsite hardware	44
Figure 20:Thenon-real time CEIR system architecture without onsite hardware	44
Figure 21:Proposed overall IMEI blocking solution	55

## LIST OF TABLES

Table 1: Telecommunication data summary of Sri Lanka as of May 2018	9
Table 2: Mobile phone usage related user behaviors	24
Table 3: Lost mobile phones related scenarios	25
Table 4: Lost mobile phones related issues	26
Table 5: User survey findings that should be addressed in policy framework	38
Table 6: Goals of each policy framework component	50
Table 7: Comparison of CEIR options	52

#### LIST OF ABBREVIATIONS

Abbreviation Description

GSMA Global System for Mobile communications Association

SIM Subscriber Identity Module

4G 4th Generations 5G 5th Generations

QoS Quality of Service

OECD Organization for Economic Co-operation and Development

MMF Mobile Manufacturers' Forum

TRCSL Telecommunication Regulatory Commission of Sri Lanka

ITU International Telecommunication Union
IMEI International Mobile Equipment Identity

SAR Specific Absorption Rate

3GPP 3<sup>rd</sup> Generation Partnership Project

PTA Pakistan Telecommunication Authority

CEIR Central Equipment Identity Register

EIR Equipment Identity Register

MSC Mobile Switching Center

IMSI International Mobile Subscriber Identity

DB Data Base

GUI Graphical User Interface

VIP Very Important Person

DR Disaster Recovery

OS Operating System