



November 3, 2014

John Traversy
Secretary General
Canadian Radio-television and Telecommunications Commission
Les Terrasses de la Chaudière
1 Promenade du Portage
Gatineau, Québec J8X 4B1

Dear Mr. Traversy,

Re: CWTA handset security update

1. The Canadian Wireless Telecommunications Association (CWTA) is the recognized authority on wireless issues, developments and trends in Canada. It represents wireless service providers as well as companies that develop and produce products and services for the industry, including handset and equipment manufacturers, content and application creators and business-to-business service providers.
2. CWTA and its members have always taken the security of all aspects of the Canadian wireless system very seriously. The wireless industry has made significant commitments and investments to reduce incidences and the impact of mobile device theft in Canada, including: a national educational campaign; the “Protect Your Data. Protect Yourself” initiative and Web site; the national blacklist for lost and stolen devices; and the public IMEI lookup tool, which was used by Canadians more than 400,000 times over the past year to check the status of a pre-owned device.
3. CWTA has also facilitated direct-access connections to the GSMA IMEI Database for nine Canadian law enforcement agencies, including national, provincial and regional forces. Currently, five additional LEAs are in the process of applying for access to the Database. GSMA confirms that Canada has more LEAs with direct connections to the IMEI Database than any other country in the world.
4. As part of our ongoing commitment to monitor and combat wireless device theft, CWTA is pleased to provide to the Commission the attached updated statistics on devices reported lost or stolen over the past 12 months.
5. Canada's wireless industry will continue to explore and consider any measures to assist law enforcement and help to reduce the impact of device theft. CWTA appreciates the Commission’s support in these endeavours. Please contact us if you have any questions on this matter.

Attachment: Lost/Stolen Device Statistics**Notes:**

1. Figures are reported by province based on the area code of the phone number associated with the device reported as lost or stolen.
2. Not all service providers record lost and stolen devices separately. Those that do record lost and stolen devices separately do so based on the customer's report only. The industry-wide breakouts provided below are based on applying the provincial percentages of phones reported lost or stolen to the total lost/stolen numbers provided by those who do not distinguish between the two. Because of the scope of the service providers that do differentiate between lost and stolen devices based on customer reports, the numbers below should be considered statistically significant.
3. The variation in the year-to-year figures presented below is partly attributable to a lack of standardized recording and reporting practices that existed before CWTA initiated industry-wide handset security measures – including the public reporting commitment – in November 2012.
4. CWTA believes that the presence of the national blacklist has increased the incidence of consumers reporting lost and stolen devices since September 2013.
5. The table below provides a breakdown of phones reported as lost and stolen (by province/region) to CWTA members in 2010, 2011, 2012, 2013 and 2014 (***up to September 30, 2014**).

Region/Province		2014*	2013	2012	2011	2010
British Columbia	Lost	49,710	64,717	53,516	51,281	60,980
	Stolen	17,025	18,161	13,090	14,007	16,931
	Total Lost & Stolen	66,735	82,878	66,606	65,288	77,911
Alberta	Lost	46,013	63,821	51,201	48,512	54,856
	Stolen	13,142	14,867	11,890	12,008	14,308
	Total Lost & Stolen	59,155	78,688	63,091	60,520	69,164
Saskatchewan	Lost	14,877	15,265			
	Stolen	4,384	4,277			
	Total Lost & Stolen	19,261	19,542			
Manitoba	Lost	11,918	16,198			
	Stolen	3,601	4,024			
	Total Lost & Stolen	15,519	20,221			
Saskatchewan/ Manitoba	Lost			21,593	18,779	17,351
	Stolen			5,837	5,756	4,832
	Total Lost & Stolen			27,430	24,535	22,183
Ontario	Lost	170,446	206,215	153,422	148,453	171,674
	Stolen	48,326	54,016	40,366	43,201	46,773
	Total Lost & Stolen	218,772	260,231	193,788	191,654	218,447
Quebec	Lost	63,078	75,093	42,655	57,206	70,555
	Stolen	18,168	18,137	11,396	15,368	14,359
	Total Lost & Stolen	81,246	93,230	54,051	72,574	84,914
New Brunswick	Lost	1,335	6,389			
	Stolen	4,513	1,559			
	Total Lost & Stolen	5,848	7,949			
Nova Scotia	Lost	5,778	9,569			
	Stolen	1,647	2,343			
	Total Lost & Stolen	7,426	11,913			
Prince Edward Island	Lost	709	1,272			
	Stolen	206	320			
	Total Lost & Stolen	915	1,592			
Newfoundland and Labrador	Lost	3,025	5,140			
	Stolen	903	1,426			
	Total Lost & Stolen	3,928	6,566			
Atlantic Canada	Lost			14,802	13,973	18,558
	Stolen			3,704	4,201	5,084
	Total Lost & Stolen			18,506	18,174	23,642
North	Lost	1,206	2,013	529		
	Stolen	358	512	133		
	Total Lost & Stolen	1,564	2,525	662		
Canada	Lost	371,273	465,693	337,718	325,626	393,978
	Stolen	109,096	119,642	86,416	94,542	102,288
	Total Lost & Stolen	480,369	585,336	424,134	420,167	496,266

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