

**Role of  
24 / 7  
Contact Point  
TURKEY**

**A  
case  
study**

*Bilal Sen*

# Presentation Plan

“ CoE 24/7 Contact Point

“ Requirements

“ Availability

“ Effectiveness

“ Considerations

“ Basic Capabilities of DCC

“ CoE 24/7 NCP (legal basis)

“ G8 24/7 NCP

“ Interpol 24/7 NCP

“ A Case Study

“ Missing Person (S. S.) Case

# Presentation Plan

- “ Why International Operations Directorate Needed?
- “ What my directorate does
  - “ 1. Admin Office
  - “ 2. Mutual Cooperation Sub-Unity (Country to Country)
  - “ 3. International Organizations Sub-Unit
  - “ 4. 7/24 Contact Point
    - “ CoE 24/7 NCP
    - “ G8 24/7 NCP
    - “ Interpol 24/7 NCP
    - “ Local 24/7 NCP

# 24/7 Contact Point-Turkey

## Basic Capabilities

24/7 Email address

**Cyber.ncp@egm.gov.tr**

24/7 Telephone

**+903124635699**

Response in office  
hours

Voice&Mail

24/7 Mobile Phone Duty  
Officer

**+905300162005**

# Sarai Sierra Case



**8 January 2013** From US to Istanbul

**15 January 2013** From Istanbul to Amsterdam

**19 January 2013** From Munich to Istanbul

**21 January 2013** She had a return ticket to US.  
Her family lost contact with her on 21<sup>st</sup> January.

# Sarai Sierra Case

“ The situation was reported to DCC-24/7 on 28 January.

“ She has been missing since 21 January.



# Missing Woman (s.s) Case

## Google Request

“ She was using  
s\*\*\*\*@gmail.com

“ The request was sent to  
Google via email on 28  
January.

“ Subscriber Data and IP  
Data was received in  
few hours.

# Missing Woman (s.s) Case

## Skype Request



“ She was using **me\*\*\*\*\*** as username

“ The request was sent to Skype via email on 30 January.

“ Subscriber Data and IP Data, Call Records were received in few hours.





# Missing Woman (s.s) Case

## Yahoo Request

“ She was using  
**sa\*\*\*\*@yahoo.com**  
(obtained from Google)

“ The request was sent to  
Yahoo via email on  
29 January.

“ Subscriber Data and IP  
Data was as well Email  
Headers were received  
in few hours.

# YAHOO!

# Missing Woman (s.s) Case

## MLAT Requests

“ MLAT Requests were sent to Samsung, Apple and KIK (Canadian IM Service Provider) for reaching any information related to her location.



# SOME EXPERINCES

“ MISSING PERSON MAY  
KIDNAPPED,  
MURDERED, RAPED,  
SUICIDED

“ REQUESTING PAPER  
WORK FROM TRUSTED  
BODY

“ FACEBOOK POST PLAN  
FOR SUICIDE