INNOVATIVE SOLUTIONS
FOR A PROFITABLE
VOICE BUSINESS

TATA COMMUNICATIONS

Fraud Protection Toolkit

Did you know telecom fraud loss costs the carrier community $46.3 Billion (US) each year? [1]

Tata Communications understands that the rapidly changing fraud landscape and the rising cost of protecting networks pose a serious threat to service providers and enterprises. In response to this growing challenge, Tata Communication has invested over $7 million US to help protect both your revenues and your business relationships.

Fraud Fighting Technology Toolkit

Tata Communications has a technology toolkit to combat and in most case prevent proactively fraudulent activities. Our toolkit takes advantage of the most advanced fraud fighting technologies, including big data analytics, machine learning, crowd sourcing, real-time monitoring, subscriber alerts and automated reporting. The toolkit powers customizable solutions for any size subscriber base.

Tata Communications offers our customers the best protections available today. Tata Communications identifies trends and risks to take swift proactive action to protect and alert our international customer base. When the fraud fighting toolkit identifies a fraudulent call, Tata Communications blocks the number across our entire global network preventing further fraudulent activity. The toolkit monitors 30 million calls per day for fraud. That's 1 in 10 of all international calls screened through the toolkit. Over 400,000 fraudulent calls are blocked every day.

The Tata Communications fraud fighting toolkit serves a community of over 1600 service providers and 400 mobile network operators. Tata Communications also drives research and knowledge sharing with the industry, making the voice and mobile ecosystem safer for everyone.

Benefits

- Protect revenue
- Protect reputation
- Prevent customer churn and loss
- Peace of mind for you and your customers

Protection against

- False Answer Supervision
- IP PBX Hacking
- VoIP Hacking
- Subscription Fraud
- Mobile Forwarding Fraud
- Artificial Increase of Traffic (AIT) via International Premium Revenue Share (IPRS) Fraud
- Call Roaming Fraud
- Missed Call Attacks Targeting Mobile Carriers
- Compromised Local Number Service platforms

[1] Communications Fraud control Association, *2013 Global Fraud Loss Survey*, p.4

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NEXT GENERATION TECHNOLOGY	• Big data analytics • Machine learning • Crowd source fraud trends and information on industry trends • Combat SIM bypass
PROACTIVE MONITORING	• Analyse missed call campaigns and junk traffic
PROACTIVE ALERTS AND AUTOMATED REPORTING	• Daily variance report • Blocked number report
PROACTIVE CALL BLOCKING AND CAPPING	• Destination capping • CLI Blocking • Proactive and on-demand destination blocking
PEOPLE AND COMMUNITY	• Dedicated investigation team of analysts working 24/7 • Research on market trends and new solutions
POLICIES AND QUALITY GUIDELINES	• Customized configurations for managed termination agreements • Service level guidelines and quality tracking • False Answer Supervision Policy with automated FAS supplier removal using machine learning algorithms • Extensive new supplier testing and due diligence to keep traffic clean
MANAGED SECURITY SERVICES	• Tata Communications mitigates fraud across voice, mobile, internet, data and enterprise

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