TNS

Inland Cellular Deploys TNS Call Guardian to Protect Subscribers from Robocalls

Business Challenge

Inland Cellular, a US-based mobile network operator serving customers across Washington and Idaho, wanted to become one of the first regional carriers to integrate robocall detection into its service offering for wireless subscribers and meet the FCC call for more aggressive steps to combat the robocall epidemic.

Solution

Inland Cellular will deploy TNS' industry-leading robocall detection solution TNS Call Guardian which powers the robocall detection solution for four of the top six wireless carriers.
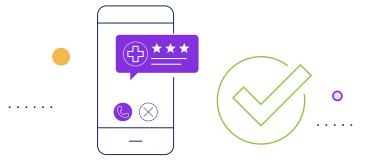
By analyzing over one billion call events and capturing crowd-sourced feedback, Call Guardian enables carriers to accurately identify more spoofed robocalls than their competitors. By using a layered approach of big data analytics and integration of call attestation parameters from STIR/SHAKEN, Call Guardian delivers a robust user experience that provides consumers with the information they need to combat robocalls.
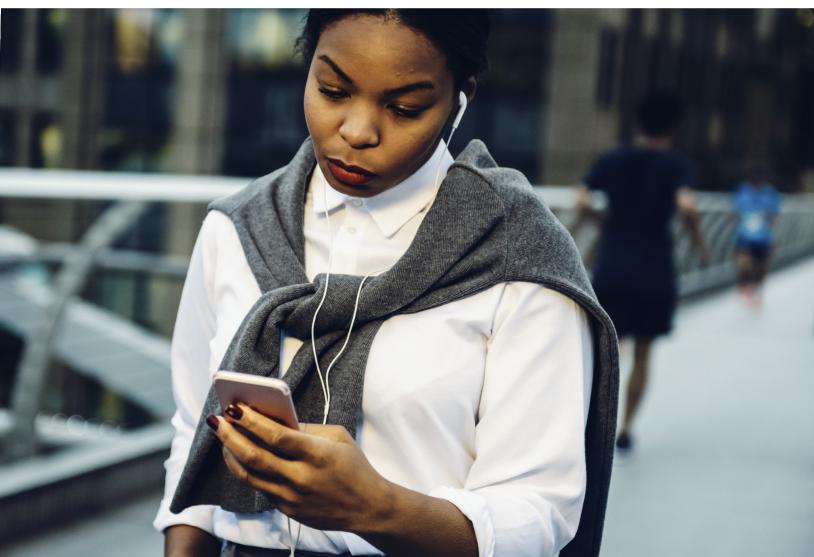
Outcome

Inland Cellular's Executive Vice President, Chip Damato, said:

"Delivering a superior and reliable customer experience has always been our mission.

Partnering with TNS to deploy Call Guardian helps our subscribers identify which calls to answer and which to ignore. It's another example of putting our customers first."

Why Choose TNS Call Guardian?

Insight

Analysis of over 1 billion call events daily across more than 500 operators.

Reputation profiles

Caller reputation on over 1 billion telephone numbers.

Real-time scoring

Detect problems as they occur.

Accuracy

High quality of identifying bad actors, including neighbor spoofing.

Layered approach

Support for Do Not Originate, invalid, unallocated, unassigned numbers, STIR/SHAKEN and big data analytics using machine learning.

Compliance

Full compliance with standards in ATIS test bed:

STIR: RFC 8224, RFC 8225, RFC 8226

SHAKEN: ATIS 1000074, ATIS 1000080,

ATIS 1000082

Reduce calls into customer care

Provide your subscribers with caller reputation of incoming calls and reduce the number of reported spam calls into your care organization.

Reduce customer churn

Decrease the chance of your subscribers falling prey to scams and fraud.

Increase Net Promoter Score

Provide your subscribers with the tools to combat unwanted calls.

Attestation

Ingests parameters from STIR/SHAKEN to provide improved call management for your subscribers.

Reduce network costs

Doesn't require simultaneous ring or honeypots to identify bad actors.

Ubiquitous solution

Supports multiple network protocols (SIP, AIN, IMS, NGN) and integrates with major Telecom Application Servers

About Us

A Trusted Communications Partner

TNS is a leading global provider of Infrastructure-as-a-Service (IaaS) solutions to the communications, payments, and financial services markets. Established more than 30 years ago, its extensive portfolio of innovative, value-added services now supports thousands of organizations across more than 60 countries.

TNS addresses the evolving and mission-critical needs of network operators around the globe. As the industry evolves to IoT and 5G technologies, TNS leads the development of solutions to help carriers navigate a host of infrastructure complexities and maximize their network reach through the creation of unique multi-service hub solutions.

From small rural operators in the US to the largest multi-national carriers, TNS supports wireless and wireline operators in the US and globally. Supported by its 10 years of call identification experience, TNS Enterprise Branded Calling is an industry-leading solution that is integrated into major wireless networks.

For More Information, Please Contact Us Today!

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