



Introduction

This latest issue of Connect opens with insights into the types of robocall scams targeting Americans shared by TNS experts. Continue reading to discover more news and updates, including exciting TNS award wins.

If you have any questions on the topics covered in this newsletter, please email solutions@tnsi.com or contact your Account Manager.

Seth Walton, General Manager
TNS Communications Market



TNS' John Haraburda Discusses AI's Role in the Fight Against Robocalls

John Haraburda, Director of Product Management at TNS, spoke with KYW Newsradio in Philadelphia on the increase in [unpaid toll scams](#) in Pennsylvania and across the country. TNS data shows that bad actors are using intermodal spamming tactics, where scammers target victims via multiple paths, in this case calls and text messages.



Growing Fake Job Opportunities Scam Targeting Individuals Across the US

The TNS Robocall Protection team noticed a surge in scams offering fake job opportunities in recent months. Read the full [blog](#) to learn the red flags for fake job opportunities. You can also visit our [Scam of the Month](#) page for insights into the latest tactics bad actors are using to target subscribers.



TNS Expert Featured in Newsweek

The Social Security Administration (SSA) issued an alert regarding a new scam targeting seniors who rely on retirement benefits. TNS' John Harburda provides expert insights warning Americans to stay extra vigilant of these types of multi-pronged scams in this [Newsweek article](#).



Recent Industry Events

The TNS team had a fantastic time attending several industry events this fall, including SIPNOC, CCA's Annual Convention, the INCOMPAS Show and Ribbon INSIGHTS. If we didn't have the opportunity to connect in person, don't hesitate to reach out to solutions@tnsi.com.



Kaleido High Flyer Rating for Roaming Hub

TNS is pleased to share we have achieved the High Flyer ranking in the Roaming Hubs category of Kaleido Intelligence’s 2025 Roaming Vendor Hub. This annual product assessment evaluates 79 vendors and 185 product offerings in the roaming ecosystem. These rankings help the industry identify key mobile roaming players and evaluate their product strengths.



TNS Wins Mobile Breakthrough Award

The TNS Enterprise Product Suite has won the Mobile Security Innovation of the Year award at the Mobile Breakthrough Awards 2025. These awards aim to celebrate the breakthroughs that are redefining connectivity, communication, and mobility worldwide.



TNS Wins Global Retail Banking Innovation Award

At the Digital Banker’s Global Retail Banking Innovation Awards 2025 the TNS Enterprise Product Suite was named Best CX Suite. The solution suite was awarded the trophy for its achievements helping financial institutions protect their brand and enhance operational efficiency.



Why Inbound Calling Fraud is an Enterprise-Wide Issue

Bad actors continue to evolve their fraud tactics, now exploiting weaknesses within Interactive Voice Response (IVR) systems and voice networks to carry out sophisticated vishing and Telephony Denial of Service (TDoS) attacks. In this [CFCA KNOW Session](#), TNS’ Maurie Munro VP of Enterprise Sales, and Krishna Korlepara, Senior Director, Product Management, discuss the types of voice fraud attacking enterprise contact centers, which organizations are most at risk of these attacks and the steps needed to secure inbound contact center traffic, improve call agent productivity and help reduce enterprise risk.



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