



PRODUCT SHEET

TruNumber Protect

Protect your Customers, Brand and Bottom Line

The Steep Cost of Fraud

What is the true cost of telecom fraud? For starters, there is the financial price. Fraud totaled \$38.95 billion in 2023, according to the Communications Fraud Association (CFAA)¹. That is 2.5% of global telecom revenues.

There is also a host of hidden costs, such as investigating customer complaints. For example, according to the FCC,² service providers spend over \$10 fielding each customer complaint about illegal robocalls, which often originate from high-risk numbers and destinations. Some service providers say the cost is closer to \$15 per call. That \$10-\$15 could easily wipe out the profit margin on each affected customer for that billing cycle-or longer.

Finally, if customers believe that their service provider is not doing enough to combat fraud, they may take their business elsewhere. So there is also the cost of replacing those customers. High churn can even limit a service provider's access to capital because it is a key metric that analysts and investors use.

Now for some good news. There are proven ways to mitigate fraud, including the CFAA's top five: international revenue share fraud (IRSF), arbitrage, interconnect bypass, domestic premium rate service and traffic pumping, while also aligning with the Federal Communications Commission (FCC) reasonable Do Not Originate (DNO) regulations. In fact, anti-fraud measures have been successful enough to reduce annual industry losses by more than half since 2008.

\$38.95B

**fraud totaled
in 2023**



Even so, now is no time for complacency. Fraudsters continue to use methods that have been successful for years. They also continually come up with new methods, including the CFAA's top five involving payments, IP PBX, network device abuse configuration weaknesses and the Internet of Things (IoT).

Maximize Security and Savings

TruNumber® Protect enables you to proactively identify and mitigate fraudulent and potentially risky traffic—even types you are encountering for the first time. This cloud-based solution protects against IRSF, PBX hacking, spam, Wangiri and other common and emerging attacks, helping you safeguard your network, customers, brand and bottom line.

Designed to complement and enhance your current fraud strategies, TruNumber Protect easily integrates with your existing systems. This turnkey platform enables you to:

- Proactively block calls from high-risk number ranges, including premium and high-risk numbers
- Prevent fraudulent traffic from entering your network
- Enhance reasonable DNO list with verified invalid and unallocated number ranges
- Maintain target and exception lists
- Accurately rate and charge for terminating calls based on the originating telephone number range
- View, manipulate and export Range Holder and International Premium Rate Number (IPRN) data
- Identify the origin country, network service provider, type of phone number and legitimacy for any worldwide telephone number range
- Safeguard revenue, margins and customer experience
- Obtain early warnings for fraud prevention teams on impending attacks
- Demonstrate compliance with confidence, backed by a trusted data source

¹<https://cfca.org/telecommunications-fraud-increased-12-in-2023-equating-to-an-estimated-38-95-billion-lost-to-fraud/>

²<https://cfca.org/wp-content/uploads/2021/12/CFAA-Fraud-Loss-Survey-2021-2.pdf>



Consider the success of one of the UK's largest mobile networks. For over a decade, it has relied on TruNumber Protect to block fraudulent calls to high-risk revenue share and premium-rate numbers. TruNumber Protect includes the industry's largest database of high-risk numbers from around the world, including special service number ranges and the unallocated numbers that fraudsters often abuse. As a result, the mobile service provider can proactively block fraudulent calls by checking each dialed number at call setup against the iconectiv database using CAMEL. These and other TruNumber Protect capabilities enabled the company to significantly reduce revenue share and roaming fraud with minimal customer complaints. In fact, the savings were so significant that the company recouped its initial investment in the first three months.

Go on the Offense Against Fraud

TruNumber Protect provides you with the definitive data necessary to outsmart the fraudsters. Its authoritative, consolidated data comprises information from national regulators, telecom consortiums, industry associations and numbering administrations from around the world:

- Intelligence on numbering ranges, verified, invalid and unallocated numbers for more than 245 countries and territories worldwide
- More than 2 million mobile, geographic, nongeographic, VoIP and special service number ranges
- Over 400,000 IPRNs commonly used to commit IRSF
- Mobile Station Roaming Number (MSRN)

How to Get Started

TruNumber Protect provides a comprehensive suite of tools and capabilities for protecting your network and customers against fraud-including emerging threats. iconectiv has led the fight against fraud, including by contributing to industry organizations such as the CFCA and the GSMA Fraud and Security Group.



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