

# Telekom Austria Group takes up the fight against fraud

The **TELEKOM AUSTRIA GROUP** has pledged it will place increasing importance and commitment to the development of its SIM Box Detection Service. Network operators worldwide are increasingly facing this kind of fraud. The Telekom Austria Group uses more than 1,000 testing routes through the company's global testing infrastructure and it aims to provide protection against all types of SIM box fraud.

"Operators share 6% of all voice revenues with SIM box fraudsters, without even knowing it" says Stefan Amon, the Telekom Austria Group's director of wholesale. "To protect our clients revenues, we developed the smartest SIM Box Detection Service on the market."

## HOW OPERATORS ARE LOSING REVENUE

SIM box fraud clearly is a problem, but what exactly is it? The Telekom Austria Group describes it as "invisible theft". This description is rather apt because a fraudster creates a new unsafe route for a call instead of using regular interconnections. This means the call is delivered through the SIM box and the operator loses the call's revenue without even noticing it.

The fraudster stays invisible for the operator, as its SIM card traffic still appears like the traffic of a normal end-user. Also, service quality is affected; meaning end-customer satisfaction decreases, and results in increasing customer complaints.

## EXPERTISE THROUGH WHOLESALE AND RETAIL BUSINESS

To solve the problem, the Telekom Austria Group has developed its SIM Box Detection Service through an understanding of dealing with both retail and wholesale customers, and built the platform with both entities in mind.

Also the company involved its local subsidiaries, located in eight countries in central and eastern Europe, in the product development process. The service is equally accommodating to customer needs and market requirements, because each country and market has its own fraudulent activities.

## CUSTOMISED TESTING ACCORDING TO OPERATOR'S NEEDS

Ultimately the Telekom Austria Group uses its SIM Box Detection Service to protect client revenues. Its global testing infrastructure extends across 1,000 routes, and uses different algorithms.

Through the service, the Telekom Austria Group runs a series of tests to identify if the operator is indeed affected by SIM box fraud and by what type. It requires no effort on the side of the customer, and it can adjust the amount of active end-to-end test calls that are made every month.



Protect your revenues! Learn more about SIM Box Detection Service in the product video at [wholesale.telekomaustria.com](http://wholesale.telekomaustria.com)

## Telekom Austria Group SIM Box Detection Service

- More than 1,000 testing routes use Telekom Austria's global testing infrastructure.
- Offering protection against international, roaming, transit and national SIM box fraud.
- Customised testing, detection and reporting.
- Detailed, market-specific analysis and consulting.
- Plus: Fast and False Answer Supervision supported.

## Telekom Austria Group Wholesale

**Full-service provider** offering voice, mobile, roaming, data, satellite and infrastructure. Aside from SIM box fraud protection, the Telekom Austria Group has developed a range of signalling solutions and places increasing importance on GRX and IPX services.

### Network:

- Offering three independent, protected routes from Frankfurt to the Turkish border.
- National backbone network in Austria, Bulgaria and Croatia.
- Seamless end-to-end network providing DWDM, Ethernet and MPLS.
- Offering direct connections to over 200 operators in 70 countries.

### Footprint:

- 42 PoPs in 20 countries in CEE.
- Onsite service by local subsidiaries.

### Contact

[wholesale.telekomaustria.com](http://wholesale.telekomaustria.com)