

Subex Telecom Fraud Alerts

June 2013

PBX Hacking generates \$600,000 phone bill, losses borne by the carrier

A real estate company's PBX system was compromised and resulted in bills in excess of \$600,000. Investigations show that the real estate company was a victim of two different problems.

- First, there's phone slamming — switching a consumer's telephone company for local, local toll or long distance service without permission.
- Second, a hacker dialed in with either an access code or some other device to allow the outbound calls.

More than 2,000 calls were made, most in a 24-hour period, to the African nations of Somalia and Guinea and to Azerbaijan, which is situated between Russia and Iran. This resulted in the huge bill which would otherwise be in the range of \$330. Representatives of the telecom operator have confirmed that the remaining charges on the customer's bill would be dropped.

**Source: stltoday.com, May 2013*

Multi-billion dollar Wangiri fraud hits Nigerian market

A wave of Wangiri fraud is doing rounds in Nigeria affecting millions of customers. Subscribers receive missed calls from what seems like an international number. When a subscriber calls back, he/she is charged at premium rates. A part of the amount paid by victims is deposited in the accounts of the fraudsters through a sophisticated telecommunication revenue generation system. The revenue earned through the call is shared between a local telecom operator and the owner of the premium rate number.

Premium rate numbers are legal, making it difficult for operators to anticipate Wangiri. An official of a leading operator in Nigeria says that whenever the networks sense an unusual activity on any of such lines, it is barred. Telecom operators, in developed countries, usually offer blocking services to allow users bar premium rate numbers. But these blocking services are not available in Nigeria.

**Source: Premium Times, May 2013*

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