



HP Helps Telecom Operators Combat Roaming Fraud

PALO ALTO, Calif., May 7, 2008 – HP today introduced a telecom solution that helps mobile operators reduce losses from roaming fraud, a wireless crime.

As wireless customers travel, their operators exchange usage data to ensure correct cross-network billing. Today, roaming fraud occurs because criminal groups are able to exploit a 36-hour delay in cross-network reporting between operators.

Building on new industry rules that require mobile operators to exchange call detail data within four hours of call completion, the HP CentralView Roaming Fraud Control solution provides a clear, complete view of roaming activity. Using the solution, operators can detect and analyze fraudulent usage almost immediately after data is exchanged. They can then take appropriate action to stop the theft and reduce further losses.

“Roaming fraud is commonly thought to be the second largest source of revenue loss to mobile operators’ businesses,” said Augusto Argento, manager, CentralView Business Solutions, HP. “With the HP solution, operators can quickly identify fraudulent behavior and prevent major losses, delivering potentially huge benefits to the bottom line.”

HP closes the window of time for fraud

Roaming fraud occurs when a fraudster exploits the 36-hour reporting delay by making a large volume of illegal calls on a “visited” network before being detected by their “home” network. For example, a criminal group might clone SIM cards to gain access to real accounts and send the cloned cards to other countries where they can be used on visited networks for long distance call selling and heavy use of premium services.

Currently, call details exchanged between operators help identify the suspicious activity, but with a 36-hour delay the perpetrators can escape undetected, leaving the home network to absorb the losses.

The GSM Association’s new four-hour limit for exchange of call details, called Near Real Time Roaming Data Exchange (NRTRDE), will be implemented in October 2008 by more than 700 GSM mobile operators in 200 countries.

The HP CentralView Roaming Fraud Control solution is specifically designed to handle NRTRDE records, using the standard TD.35 format. It also offers turnkey integration with third-party clearinghouses that handle most roaming data exchange.

HP gives operators unified view of roaming

The HP CentralView Roaming Fraud Control solution provides a single, comprehensive view of roaming activity so fraud can be detected quickly and cost-effectively. The solution goes beyond traditional fraud management systems to help operators prevent

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fraud with features such as:

- Data collection, representation and rating: receives, normalizes and represents NRRTRDE data (such as called numbers, duration and location)
- Detection: inspects roaming traffic, identifies abnormal patterns and triggers alarms
- Analysis: reviews each alarm in near real time and helps investigate trends over time
- Case management: provides graphical user interface for easy management
- Reports and dashboard: provide comprehensive business-level view
- Revenue assurance checks: evaluate the screening of third-party billing data and partners' adherence to service-level agreements

HP offers consulting services to assist operators in evaluating, planning, designing, deploying and supporting fraud programs. Extensive training is also available.

HP CentralView

The roaming fraud solution is part of the HP CentralView portfolio, a framework of business solutions designed to generate, protect and optimize revenue through greater customer intelligence.

Additional information about HP CentralView and the Roaming Fraud Control solution is available at www.hp.com/go/centralview.

HP has provided the telecom industry with fraud management solutions for more than 12 years. Its solutions are deployed worldwide by more than 80 network operators and service providers, protecting revenue from more than 400 million customers.

About HP

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