

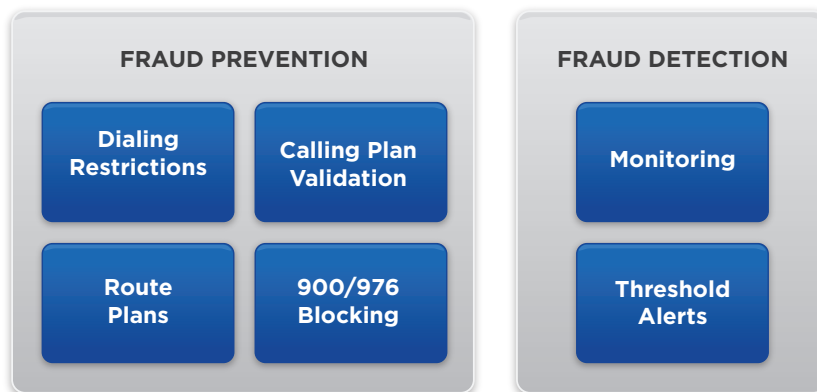
Integrated and powerful system to protect revenues

Alianza's Cloud Voice Platform provides an integrated fraud prevention system to help service providers minimize fraud exposure and maximize profitability.

Fraud can cost service providers significantly in terms of dollars and negative brand impact. Alianza provides a combination of prevention policies and rules along with threshold-based alerts and reports that detect and alert service providers to various forms of fraud.

These tools are managed via a combination of the Alianza support team and Admin Portal, the comprehensive web-based management portal for service provider staff. These tools are further augmented by monitoring and analysis conducted in Alianza's Network Operations Center (NOC) to detect and respond to fraud.

ALIANZA'S FRAUD PREVENTION SOLUTION



Key Features

- *Integrated part of Cloud Voice Platform*
- *Proactive and customizable policies*
- *Automatic account disable*
- *Dynamic threshold adjustments*
- *Near real-time alerts*
- *NOC-based monitoring*

Benefits

- *Stop revenue leakage*
- *Protect profitability*
- *Rapid response to variety of fraud attempts*
- *Leverage Alianza expertise and best practices*

FRAUD PREVENTION TOOLS

Alianza's management tools allow service providers to define policies and rules that can proactively prevent or limit fraud. These rules can be defined and applied across the entire subscriber base or to specific end-user accounts. The policies include:

- **Route plans** – customizable policies can block (blacklist), limit or allow (whitelist) calls to various destinations
- **900/976 blocking** – restricts access to numbers that begin with the 900 and 976 area codes
- **Dialing restrictions** – restrict calls outside the users calling plan or prevent overage calls
- **Calling plan balance validation** – real-time checks of minute balances on calling plans before authorizing a call

FRAUD DETECTION AND ALERTS

Cloud Voice Platform includes smart monitoring of call records and provides near-real time analysis to provide timely alerts to suspicious traffic. There are three levels of detection:

- 1 International call monitoring per account** – a threshold is set for the number of international call attempts by an end-user account in a specific time period; accounts are automatically disabled when the threshold is met and alerts are sent to the appropriate staff at the service provider.
- 2 Partition traffic monitoring** – multiple thresholds are set for different type of voice calls across all end-user accounts—based on both cost and minutes. When thresholds are exceeded, service provider staff is alerted so that investigation and corrective action can be taken. Alianza dynamically adjusts thresholds based on actual usage and subscriber trends.
- 3 Cloud Voice Platform traffic monitoring** – carrier services partners monitor traffic across all partitions on Cloud Voice Platform

Alianza's NOC and support team is also alerted to threshold violations and conducts analysis on accounts and works with service provider fraud team to take further action if needed.

FRAUD DETECTION

