

Product Name:

Managed Fraud Protection
Two available levels of liability protection:

- Enhanced
- Premier

Availability:

PAETEC's Managed Fraud Protection service is available to customers with PAETEC voice services.

Ideal Customer Profile:

PAETEC customers with voice services that want proactive, 24 x 7 toll fraud monitoring, as well as limited or zero-liability for international toll fraud charges.

CPE Requirements:

There is no additional CPE required.

MANAGED FRAUD PROTECTION | In Brief

Product Description

Worldwide security experts now estimate annual global fraud losses to be in the range of \$54.4 - \$60 billion.* PAETEC's security solution, Managed Fraud Protection, protects businesses from charges associated with remote international toll fraud related to a PBX hack. Businesses can select one of two levels of toll fraud liability protection: Premier Fraud Protection with complete liability protection against international toll fraud, or Enhanced Fraud Protection with limited liability up to \$1,500.

Product Capabilities

Toll fraud liability protection - Safeguard your business from fraudulent international toll charges.

Toll fraud monitoring - 24 x 7 x 365 outbound toll traffic analysis.

Proactive anomaly alerts - Receive alerts and details of possible fraudulent traffic activity including call volumes, call durations, dialed geographic regions, time-of-day, and originating and terminating calls to proven fraudulent numbers.

Customized international blocking profile - Customized blocking profile for outbound toll services by location. Profile changes can be quickly updated at no charge.

**Communications Fraud Control Association (CFCA) Worldwide 2006 Telecom Fraud Survey*

Application One

Headquartered in New York City, Integrity Associates is a multinational organization that brokers shipping contracts for several large ports around the world. A total of sixteen T-1s supply voice services to Integrity's 700 employees located at its corporate headquarters and remote-based offices. Over a period of months, the communications manager noticed a dramatic increase in Integrity's telecom bills and began an investigation to discover the source. The communications department identified the source of the increased charges: a remote hack on the company's PBX allowed thousands of calls to be placed to obscure international countries.

The communications manager was concerned about this security breach and his department's ability to constantly monitor call detail records each month. A colleague recommended he contact PAETEC. Our representative analyzed Integrity's communication needs and developed a comprehensive voice solution coupled with Premier Managed Fraud Protection. Integrity's communications manager quickly realized that PAETEC's 24 x 7 proactive circuit monitoring would protect his company from future losses. Now Integrity's services ride on PAETEC's reliable network and are protected by Premier Managed Fraud Protection service.

Application Two

Hall & Hale Advertising is a growing boutique agency located in Miami, Florida. While the agency's expertise in advertising is unparalleled, its management found it difficult to manage and update the agency's PBX systems with the proper security procedures. As a result, during the past year an unknown hacker entered Hall & Hale's CPE equipment, and in a one-month period, the agency was liable for \$15,000 in international charges for calls they did not make.

When the agency's contract was up for review, Hall & Hale issued an RFP for its telecommunication services. A PAETEC representative met with the agency team and reviewed and analyzed the company's needs. PAETEC offered Hall & Hale a cost-effective voice service solution as well as Managed Fraud Protection to stop further fraudulent toll charges on its bills. Hall & Hale's management team was impressed, as PAETEC was the only carrier to offer such a solution. PAETEC's ability to understand the customer's needs and address sensitive issues differentiated them from the competition and PAETEC was awarded the contract.

Today Hall & Hale is a satisfied PAETEC customer with a full suite of voice services protected by Enhanced Managed Fraud Protection. For a nominal monthly fee, Hall & Hale is protected from unexpected billing surprises with limited liability protection up to \$1,500, PAETEC provides 24 x 7 proactive circuit monitoring for odd calling patterns, especially expensive international traffic.