

MTNL GSM (2G & 3G), India

MTNL operates in two key metros of India - Delhi and Mumbai. The service offering of MTNL consist of prepaid and postpaid cellular services in both GSM and CDMA technologies, PSTN services, broadband services, IPTV and VoIP services, MPLS and WiMax, other than the normal voice, data and messaging services. It has a subscriber base of over 8 million subscribers. The increasing popularity of its Dolphin GSM services lead to rise in interconnect CDR volume from 55 million to over 90 million today.

Some of the critical fraud types that are detected are:

- Prepaid Fraud
- IN Fraud
- Subscription Fraud
- Employee Internal Fraud
- Operator frauds (like masking of critical CDR fields)
- Call forwarding & call conferencing Fraud
- Dealer Fraud
- Technical Fraud
- Premium rate service (PRS) Fraud
- Detecting dialed digit patterns
- Collision Fraud
- Velocity Fraud
- CDMA Handset Cloning
- Usage of handset with multiple IMSI and vice versa
- IP & Data Fraud

Whenever there is a Fraud detected or Revenue Leakage found, the system is able to facilitate the following actions in that order:

- a) Exception mechanism
- b) Alert mechanism
- c) Action mechanism
- d) Escalation mechanism

Action generated by Exception, can be simple action or a workflow. The same needs to be tracked as a case.

MTNL benefitted in form of higher conversion of service subscription into revenue generated. The system has been hosted over IBM p5 servers and using Oracle 9i database. Functional acceptance of FraudTrace has been completed currently the trial runs are on.

Reference:

1. Ms. Reena Malhotra, DGM-IT, MTNL, Delhi
Email: reenamalhotradelhi@indiatimes.com
2. Mr. Balasubramanian, CAO, MTNL, Mumbai
Email: aoiucb@mtnl.net.in

Note:

1. Xalted need to inform the above officers, prior to contacting them directly.
2. Figures mentioned above are as on August 2008