High usage call control

Tools to reduce your business risk

Run your business with less worry

As a Wholesale Calls customer you want to make sure your customers are prepared to combat call fraud. While it is your due diligence to monitor fraud files and take action as necessary, we have a toolbox of useful monitoring services to help make this much easier for you and your customer.

You already have access to our default tools, Unrated CDRs and Rated CDRs but did you know we have optional extras? This includes SPHUR, SPHUR Lite and Auto Call Barring, all of which provide additional monitoring capabilities and allow you and your customers to run your business with less worry.

Did you know?

- Call fraud is a big issue in the telecoms industry, both for residential and business customers.

- With the right system in place you can set a threshold to stop such high spends.

- Currently, you have to monitor call traffic 24/7 to monitor fraud. And with call fraud typically taking place on Fridays and over the weekend, monitoring is often at a minimum.

- Irrespective of the type of scam, we stop excessive fraud on a line.

- Our SPHUR system allows you to monitor your customer's high spend in 'near real time'.

- SPHUR Lite will send you notifications if a threshold is breached.

- And Auto Call Barring allows you to stop potential risk in its tracks!

BT wholesale

Limiting your exposure

Our call monitoring tools help you protect your customers and we can help provide you with advice on protecting their assets as you stop dial through fraud. As well as our default tools, our High Usage Call Control Tools enable you to implement call barring options that will fully limit your customer's exposure.

Default tools

Unrated CDR – these are delivered to SDEDS and it's recommended that you use these to look for unusual behaviour in your minutes. Unrated CDRs are available every 20 minutes.

Rated CDR – these are delivered to SDEDS every 24 hours and are available to monitor unusual spend as per the Billing Guide.

Recommended optional tools

Our High Usage Control tools give you full flexibility to combat risk and possible fraud in your customer base. Our solutions are backed up by BT fraud teams who monitor unusual activity across the network.

SPHUR

Our Service Provider High Usage Reports (SPHUR) gives you full visibility and customer control. Use it to monitor high usage per CLI in a more detailed and sophisticated manner, providing a more real time service. Your fraud team can manually request Call Bars via standard business processes.

Big Benefits

- Easily accessed via My BT Wholesale.

- Provides cumulative in day spend data which is refreshed every hour.

- Provides detailed high spend monitoring on a per CLI basis.

- Reporting capabilities, giving you detailed analysis of end user spend and greater in-depth monitoring.

- Allows you to break down spend by call type, for example, to show high risk 09 traffic.

SPHUR Lite

If you're dealing with lower volumes of call traffic then this free of charge service might be best for you. It serves as an early warning device and provides you with email notifications. Your fraud team can manually request Call Bars via standard business processes.

Big Benefits

- Free service.

- You set the threshold at a level which gives you early visibility of spend that could require action.

- Email alerts received up to five times a day.

- Uses Rated CDR information to provide accurate early indicators of high spend.

Auto Call Barring

Your safety net

This new addition to our portfolio provides you with the biggest safety net of all. It gives you the security of knowing that your risk to potential fraud is capped if you don't have a fraud team on the ground 24/7 or where resource is limited. Simply set a threshold, different to your SPHUR Lite one, and if it's breached day or night, we'll request an outgoing call bar.

Big Benefits

- When a threshold is breached, a request is automatically sent to place a call bar on the CLI.

- This is the quickest way of placing an automatic bar.

- Within two to three hours of the call breaking the threshold, the bar will be active on the line*.

- Flexibility to make exceptions for customers, e.g. those running big campaigns over the weekend.

Please note that to use Auto Call Barring you must be a SPHUR Lite user. SPHUR Lite is a free service and we can set you up with that and Auto Call Barring at the same time – just get in touch.

Why BT Wholesale?

We carry voice services for over 2.3 million UK homes and businesses and back it up with our integrity, stability, scale and resources. We have the very best networks in the industry, offer you the greatest flexibility, and whatever your size or scale, you'll get our full attention. As security is one of our priorities, we have the best systems in place to give you and your customers peace of mind.

Assure your customers with our call monitoring services and offer them the best in voice services.

* Applicable to 97% of traffic routed via IP switches.

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Find out more at: **www.btwholesale.com**

Offices worldwide
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BT Wholesale – High usage call control.

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