



Early Charging Detection

Get it right for your customers

A common phenomenon is the scenario of Early or False Answer during voice call setup procedures. How do you detect and fight these cases?

Calls are being charged as though connected without ever reaching the called party, or additional connection time charged. The lack of Active End-to-End monitoring has led to millions of minutes being inaccurately billed to the originating calling parties world-wide. These fraudulent billings sometimes go unnoticed because the incremental billed call duration per user may be in the fraction of seconds.

Prepaid SIMs used in GSM Gateways (SIM Boxes) could lead to false answers when the fraudulent SIM Box SIM credit has been consumed resulting in an announcement being played. In this instance the caller has to pay for the call connection leading to customer complaints and dissatisfaction with the service rendered.

Fight fraudulent charges to your customers' accounts with GlobalRoamer, the world-wide distributed test infrastructure for end-to-end testing.

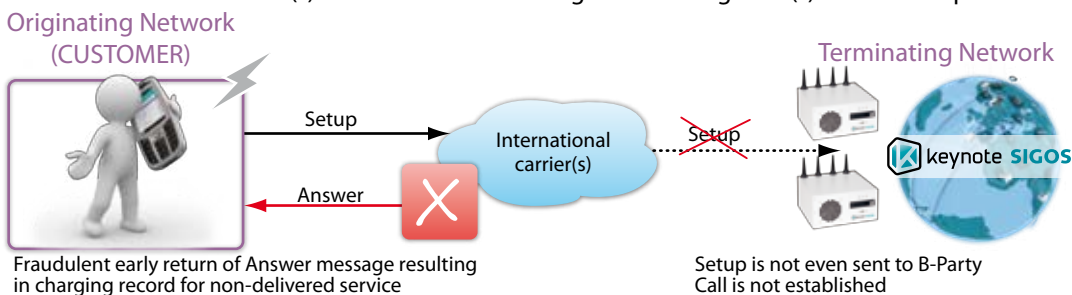
Benefits:

- Reduce revenue leakage caused by early charging / false answers
- Ensure billing accuracy and fight interconnect fraud
- Improve quality of calls leading to a reduction in customer complaints and dissatisfaction
- Active end-to-end monitoring ensures consistency in billing



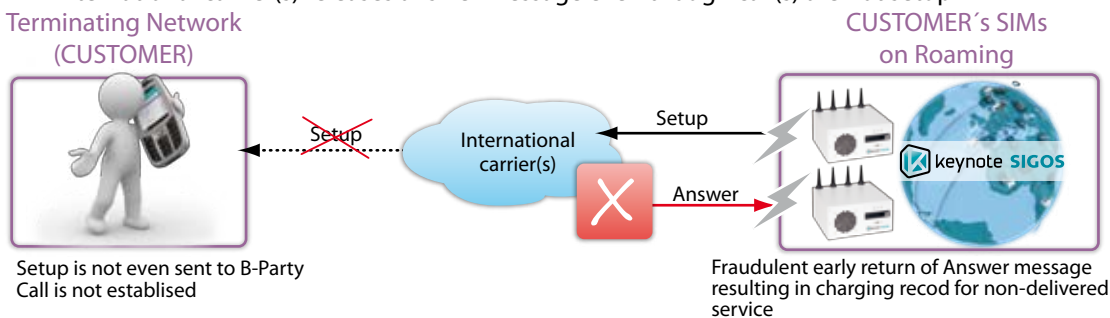
Identify leaks in your revenue stream

International carrier(s) releases answer message even though call(s) are not setup



Unexpected answer on A-side detected and NO incoming setup on B-side

International carrier(s) releases answer message even though call(s) are not setup



Unexpected answer on A-side detected and NO incoming setup on B-side