

# UBOSS FRAUD PROTECTION

Crystal Clear telecom provides automated credit locking to protect against toll fraud. Alerts and credit thresholds can be configured against customer groups or specific users in Uboss. Take away the risk and the hassle. Uboss never sleeps.

## Summary


With Uboss you are now able to credit lock individual users and customer groups. This feature is designed to protect you against Toll Fraud and hacking. There are two types of credit locking; Manual Credit Lock and Automatic Credit Locking. Manual Credit locks can be activated via the Crystal Clear telecom Uboss Provisioning Portal, automatically barring the specific extension or all extensions within the business.

## User Level Credit Lock

 CREDIT LIMIT

|                     |                                    |  |
|---------------------|------------------------------------|--|
| Call Credit Limit*  | <input type="text" value="15.00"/> |  |
| Call Credit Used(£) | <input type="text" value="0.00"/>  | <input type="button" value="RESET USED CREDIT"/> |
| Call E Mail Alert % | <input type="text" value="80.00"/> |  |
| SMS Alert (%)       | <input type="text" value="0.00"/>  |  |

## Business Level Credit Lock

 CREDIT LIMIT

|                             |                                    |               |                                   |                                    |
|-----------------------------|------------------------------------|---------------|-----------------------------------|------------------------------------|
| Hardware Order Value        | <input type="text" value="0.00"/>  |               |                                   |                                    |
| Calls – Daily Credit Limit* | <input type="text" value="50.00"/> | Calls Used(£) | <input type="text" value="0.00"/> | Call E Mail Alert %*               |
|                             |                                    |               |                                   | <input type="text" value="80.00"/> |

Locked Users: 0

Automatic Credit Locks allows credit limits to be put against a User and/or a Business level; once this limit has been reached the account will be locked. Users/Administrators will be sent an email when they have reached 80% of their limit, and extra credit can then be added to their account. When a user account has been locked it will bar all devices (including Shared Call Appearance). The user will not be able to make any new calls from their extension while the lock is active, typically stopping toll fraud and hacking. Other unaffected company extensions will not be barred.

## Business Level Credit Lock

Business Users

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Include Removed  Show Device Registration

| NAME              | EXTENSION | PHONE NUMBER | DEPARTMENT | CALL CREDIT LIMIT (£) | CALL CREDIT USED (£) | CALL USAGE (%) | QUARANTINE DATE | LOCKED STATUS | USER TYPE   | LINE PORT | PRIMARY PACKAGE                | USE CUSTOM SETTINGS |
|-------------------|-----------|--------------|------------|-----------------------|----------------------|----------------|-----------------|---------------|-------------|-----------|--------------------------------|---------------------|
| 441323<br>441323  | 060       | +44-132340   |            | 15.00                 | -                    | -              | -               | False         | User-Pilot  | 44132340  | SIP User - Basic.              | False               |
| Alastair Brown    | 126       | +44-208288   | Helpdesk   | 15.00                 | 0.38                 | 2.53           | -               | False         | User-Hosted | 44208288  | Prime- 1Mth-Agent Premium User | True                |
| Amy Dadds         | 803       | +44-18833    |            | 15.00                 | -                    | -              | -               | False         | User-Hosted | 441883    | Prime- 1Mth-Smart User         | True                |
| Amy Earl          | 124       | +44-208288   | Sales Team | 15.00                 | -                    | -              | -               | False         | User-Hosted | 44208288  | Hosted User - Power            | True                |
| Andy presentation | 860       |              |            | 15.00                 | -                    | -              | -               | False         | User-Sip    |           | SIP User - Basic.              | False               |
| Bee Dadds         |           |              |            | -                     | -                    | -              | -               | False         | User-Mobile |           |                                | False               |
| Bree Van Zyl      | 12E       | +44-208288   | Sales Team | 15.00                 | -                    | -              | -               | False         | User-Hosted | 44208288  | Hosted User - Power            | False               |
| Charlotte Aguirre | 123       |              | Sales Team | 15.00                 | -                    | -              | -               | False         | User-Hosted |           | Hosted User - Power            | True                |

CDR's are rated in Uboss in real time, depending on time of day the lag can be between 15 minutes and 75 minutes. Once a credit lock has been applied it will bar any new calls from any device, including a user's Shared Call Appearance. The user will get a message informing them the extension has been barred.

## Supported Features

### Business Lock

- User Lock
- Customised email alert (by percentage of call revenue)
- Personalised Credit Limits
- Automatic re-set at the end of the month
- Customers limits can be reset during the month with 2 options
  - Unlocking the account will remove the current credit limit and double the allowed amount of spend
  - If the account is unlocked and then the credit limit has been increased this new limit will apply for future months.
- Existing spends for all Businesses and Users are visible at either the Client Business or User level in Uboss
- 24x7 access to the Credit Locking Feature



## Service Availability

- Hosted - Business and Users
- SIP Trunks - Business Users

## Emergency Calls

When credit locking has been activated, 999 calls can still be made.

## Pricing

There is no charge for Crystal Clear telecom Credit Locking.

Customers only need to inform us of users with legitimate high call spend (i.e. over £50 per month). For these users the credit limit needs to be increased over the default limit.