

Custom Teleconnect Make Connection with Fraud and Validation Services



Transaction Network Services (TNS) is the leading provider of network services designed to meet the needs of carriers operating current generation IP networks or traditional circuit switched networks

Background

Custom TeleConnect (CTI) was incorporated in October 1993 in Las Vegas, Nevada. As a facilities-based interexchange (IXC) 214 Common Carrier, it is a provider of operator services, domestic and international direct dial services and debit card services, as well as being an independent pay phone provider (IPP).

Business Challenge

Custom Teleconnect needed a reliable and reputable company who could provide a fully managed and integrated system to meet its fraud and validation requirements. The challenge was to find



a company who could help increase revenue and minimize exposure to bad debt while offering support to CTI's inmate and hospitalities facilities.

Solution

Custom Teleconnect uses a full suite of fraud and validation services from TNS, including TNS' billed number screening, fraud control, ID Plus (name and address look up) and credit card authorization and settlement services.

TNS' billed number screening provides information on whether a phone number being called will accept a collect or 3rd party billing. Fraud control services identify potential credit card fraud before allowing charges to be charged. TNS' credit card authorization and settlement allow Custom Teleconnect to authorize and bill inmate phone calls via credit card billing.

Other benefits Custom Teleconnect enjoy include TNS' 24x7x365 helpdesk services with realtime support.

Outcome

Donna Morgan, Director of Operations at Custom Teleconnect, states:

Working with TNS has enabled us to achieve our main focus, to maximize revenue and control risk. We can now offer a much improved service to our customers, achieved by the continuous support and dedication from the TNS team, making TNS the most suitable choice for us.



Transaction Network Services

Why Choose TNS' Local Number Portability (LNP) Solution?

Based on the dependable TNS SS7 Network

- Carriers access TNS through standard Signaling System 7 (SS7) interfaces at any of more than 20 Signal Transfer Points on the TNS SS7 Network.
- We also provide next generation carriers with IP connectivity.

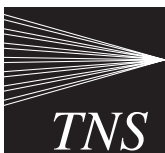
- TNS searches a continuously updated database and returns the proper routing for any ported telephone number in real time.
- Dependability is enhanced by redundant, geographically diverse Service Control Points (SCPs).
- We receive continuous feeds from the US and Canadian Number Portability Administration Center (NPAC).

A complete LNP solution

- Initial service includes:
 - Design and implementation
 - Provision and installation of circuits
 - Testing and turn-up
- Ongoing service includes:
 - Updating the database continuously
 - Managing all network connections
 - 24x7 customer support
 - Proactive monitoring



One Connection – A World of Opportunities



For more information, please email us at tsdsales@tnsi.com, call +1 703 453 8440, or visit www.tnsi.com