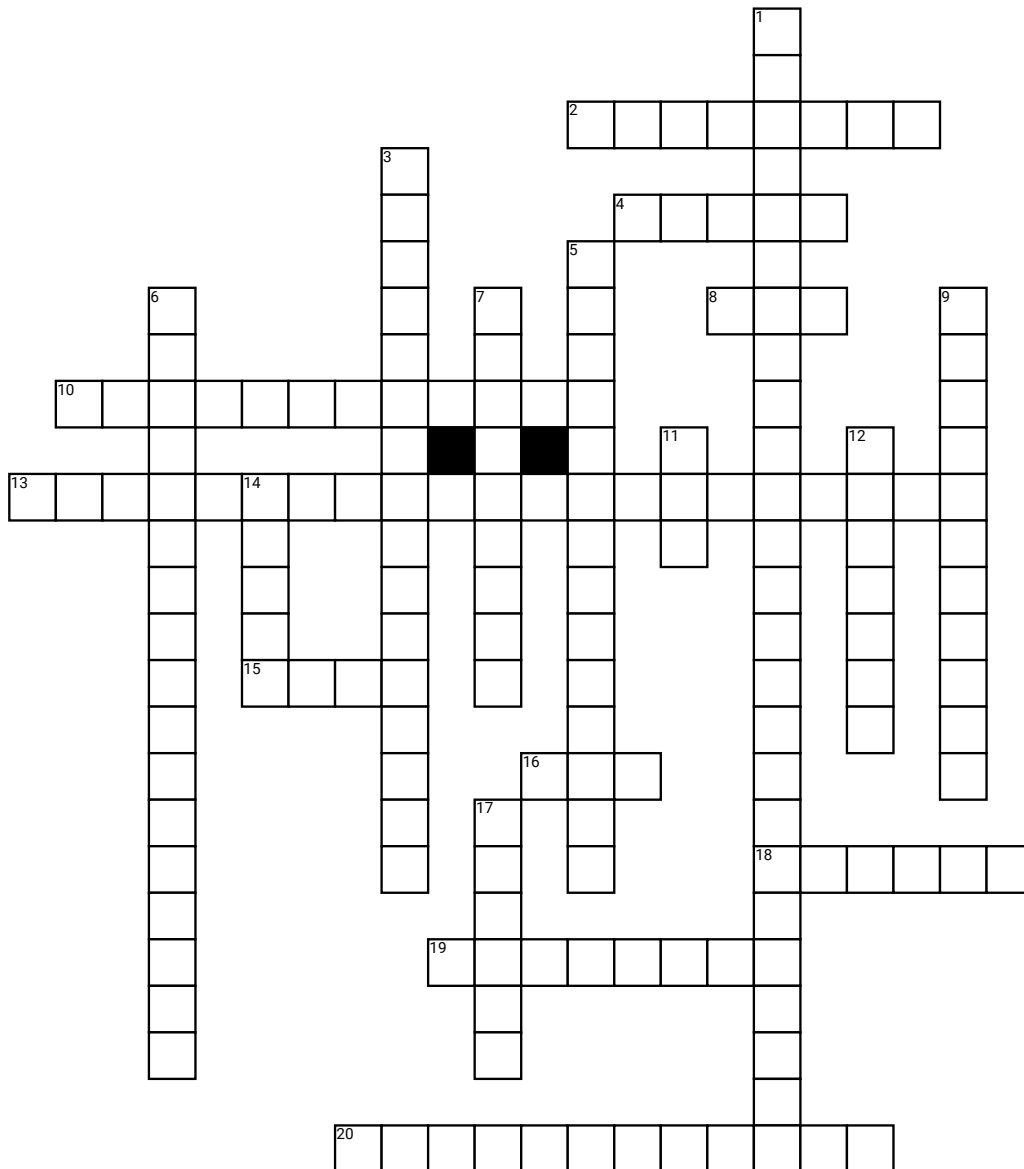Name: _____

Expand Your Mind

Across

2. three-digit phone number prefix that designates a particular geographic area

4. a deception deliberately practiced in order to secure unfair or unlawful gain.

8. The main telephone number on an account used for billing purposes.

10. This group reviews credit requests related to alleged fraudulent calls on residential and business accounts once the calls have generated to an invoice.

13. This group performs in-depth analysis of fraud trends and audits for other departments

15. WorldCom Facilities and Equipment

16. A three or four digit number that identifies a specific long distance company.

18. Where V/V accounts are blocked

19. The numeric code that allows access to the network.

20. This group performs in-depth analysis of fraud trends.

Down

1. Group that researches accounts for Identity Theft.

3. a record that that tracks call type, time, duration, BTNS etc.

5. Determines the type of calling permitted for an ANI.

6. Group that monitors traffic to restrict use that presents fraud risk using the High Toll monitoring system.

7. A call made for research purposes

9. A telephone call generally requiring operator assistance. The called party is verbally asked by an operator if they will pay for the call.

11. Any telecommunications equipment, with the exception of payphones, physically located on a customer's property. Includes telephone handsets, PBX equipment, wiring, etc.

12. Removing a restriction from a telephone number, thus allowing access to the Network.

14. The system within OBT that blocks FIOS Voice

17. Calls going over the Verizon or fMCI network without an account.