

RSA[®]Conference2022

San Francisco & Digital | June 6 – 9

SESSION ID: AFD-W08

Knowing The Robocallers: Illegal Call Centers And Efforts To Stop Them

Josh Bercu

Executive Director
Industry Traceback Group

Gary Warner, Jr.

Director of Intelligence
DarkTower

TRANSFORM



Disclaimer

Presentations are intended for educational purposes only and do not replace independent professional judgment. Statements of fact and opinions expressed are those of the presenters individually and, unless expressly stated to the contrary, are not the opinion or position of RSA Conference LLC or any other co-sponsors. RSA Conference does not endorse or approve, and assumes no responsibility for, the content, accuracy or completeness of the information presented.

Attendees should note that sessions may be audio- or video-recorded and may be published in various media, including print, audio and video formats without further notice. The presentation template and any media capture are subject to copyright protection.

©2022 RSA Conference LLC or its affiliates. The RSA Conference logo and other trademarks are proprietary. All rights reserved.

Industry Traceback of Illegal Robocalls



The Rise of Illegal Robocalls

“As the telecommunications industry has advanced and expanded into IP-based telephony, costs have decreased as competition increased, benefitting consumers greatly. These benefits, however, **have eroded the chains of trust** that previously bound voice service providers. Partly due to the rise of [VoIP] software, the telephony industry **no longer consists only of a limited number of carriers that all trusted each other to provide accurate caller ID information**. Because there are now a multitude of voice service providers and entities originating and transiting calls, **bad actors can more easily take advantage of these weakened chains of trust to target consumers with illegally spoofed calls.**”

The Rise of Illegal Robocalls

- “Consumer harm from unwanted and illegal calls ranges from simple irritation to fraud and financial loss.”
 - FTC estimates that American consumers lost \$436 million to phone-based fraud in 2020
 - FCC estimates \$13.5 billion in total annual estimated costs from illegal robocalls
- An estimated 50+ billion robocalls in 2021

The Flavors of Illegal Calling

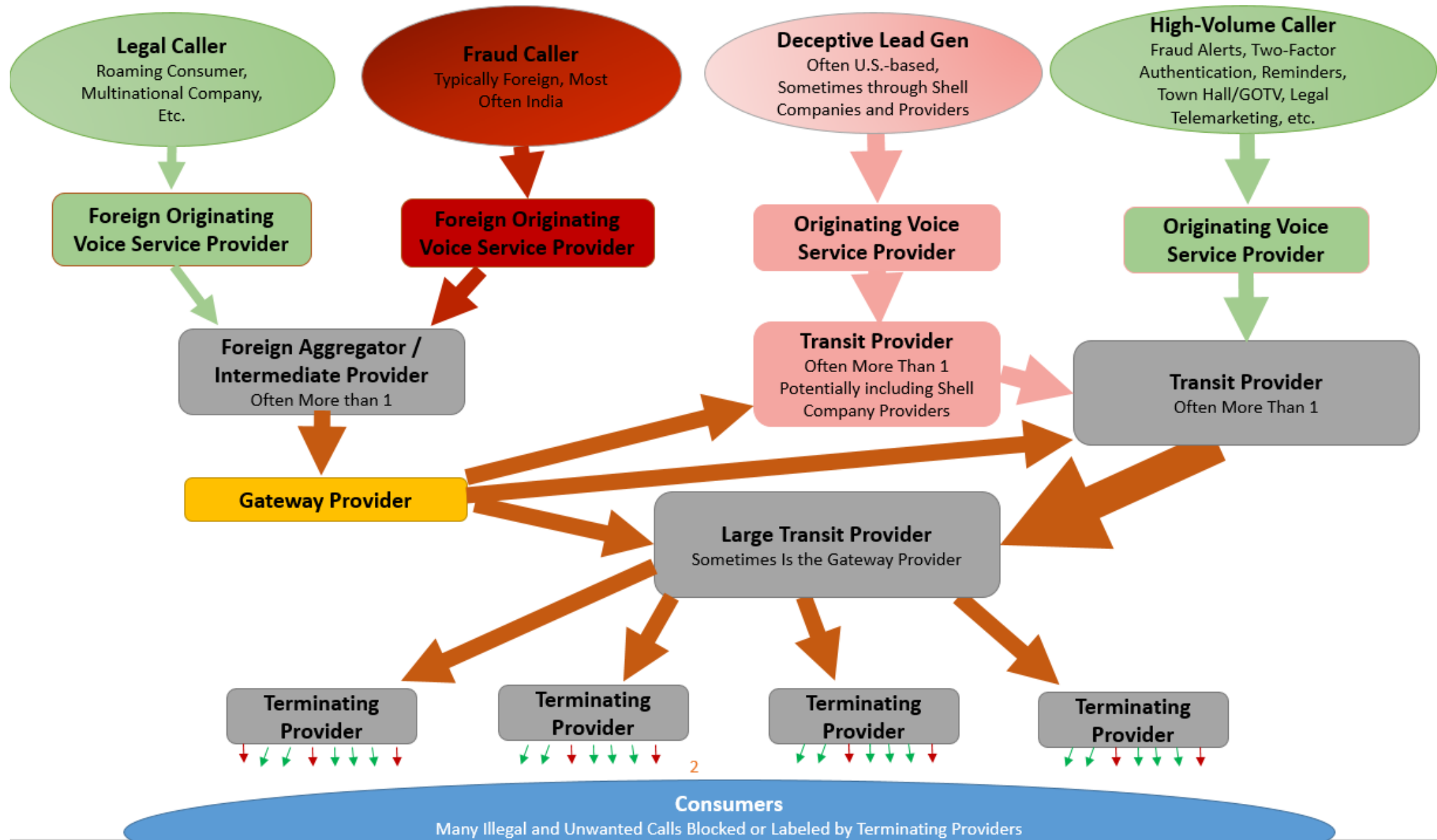
- Pure Fraud Robocalls
 - Impersonations of Social Security Administration, sheriff offices, utilities, financial institutions, tech support, etc.
 - Tends to originate abroad, most often from India and can rely on “money mules”
- Deceptive Telemarketing/Lead Generation
 - Sells a real service or product, e.g., warranty, insurance, debt reduction products, but in violation of telemarketing laws (and sometimes trademark)
- Targeted Attacks
 - “Vishing,” or voice-based phishing, to take over financial accounts
 - “Grandma” scams and similar to target vulnerable populations

An investigation “that would have taken at least four separate subpoenas and 2 to 3 months to complete ... successfully traced back in less than 24 hours” through ITG tracebacks.

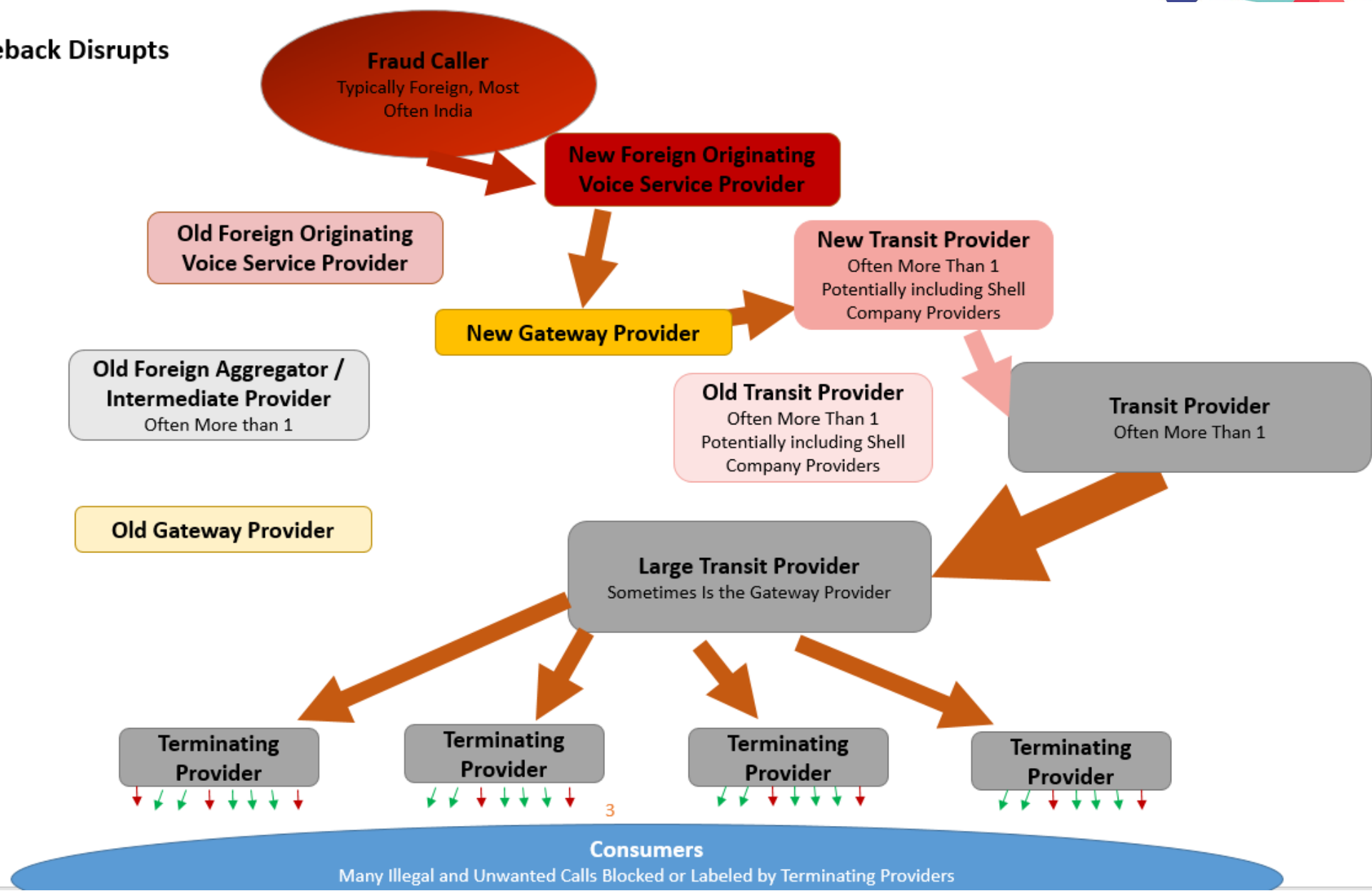
– Federal Communications Commission Report to U.S. Congress

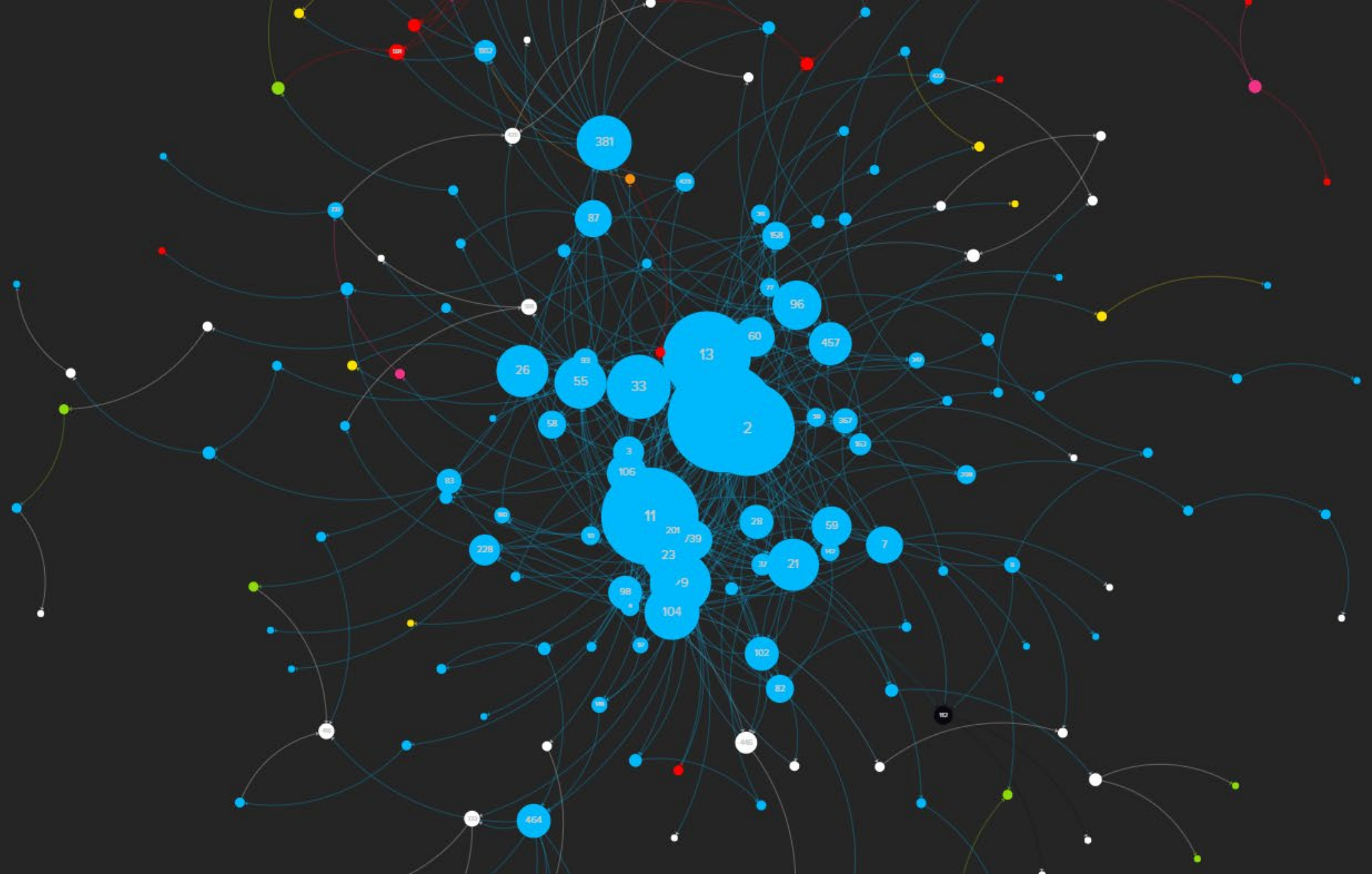
The Path of an Illegal Robocall





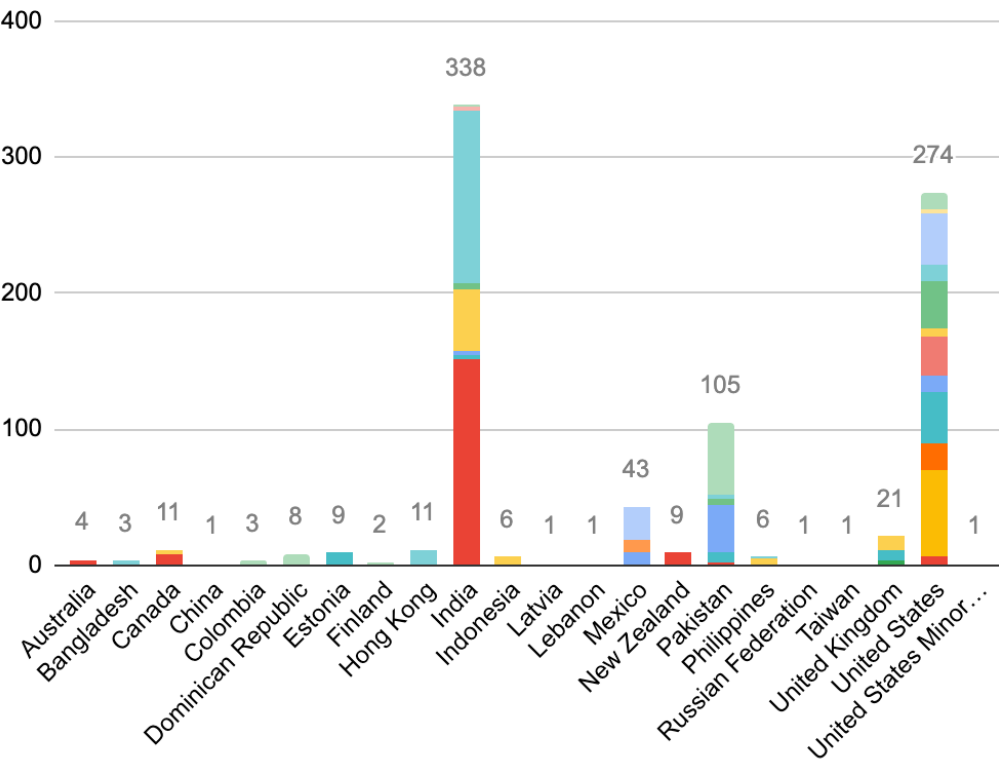
How Traceback Disrupts Call Paths



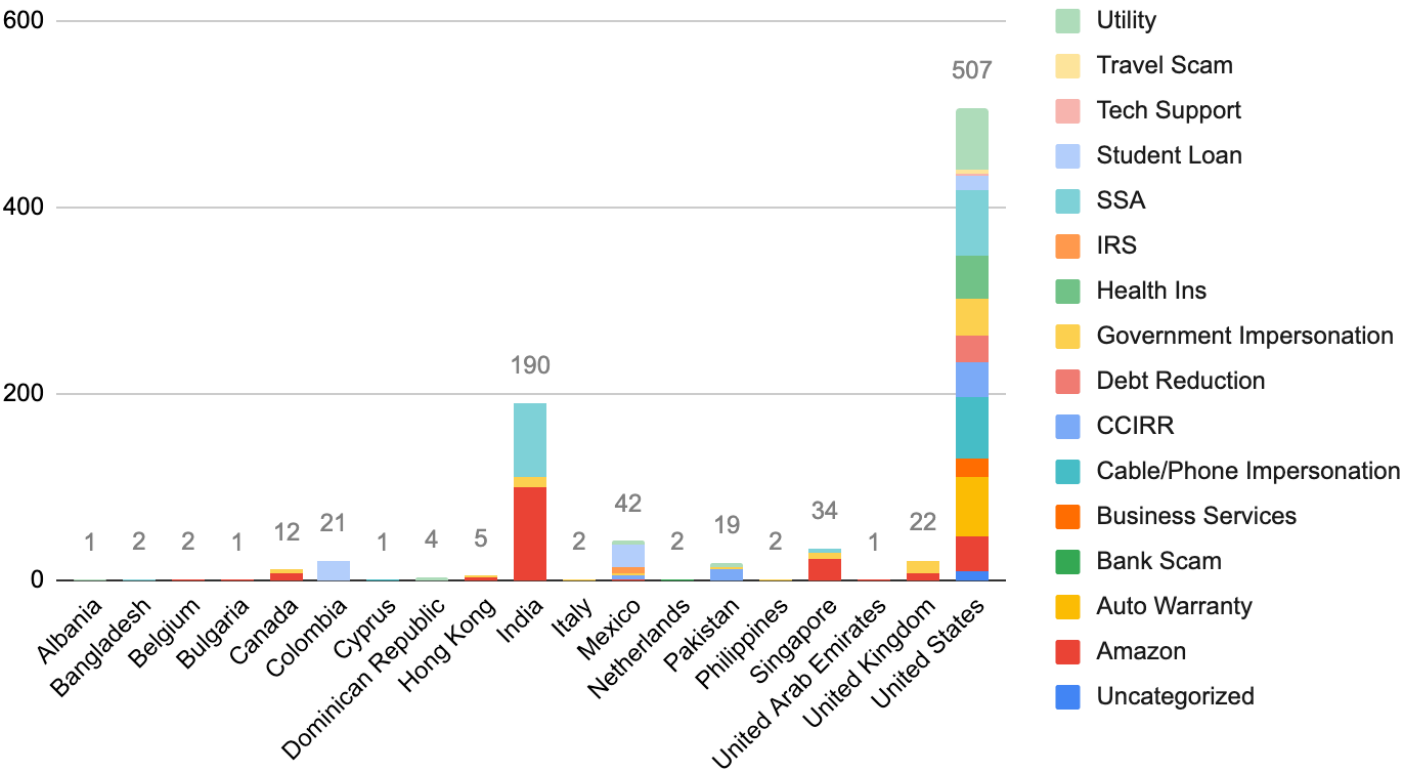


Where Illegal Robocalls Come From

Per Campaign Caller Country of Origin



Per Campaign Caller Provider's Country of Origin



RSA[®]Conference2022

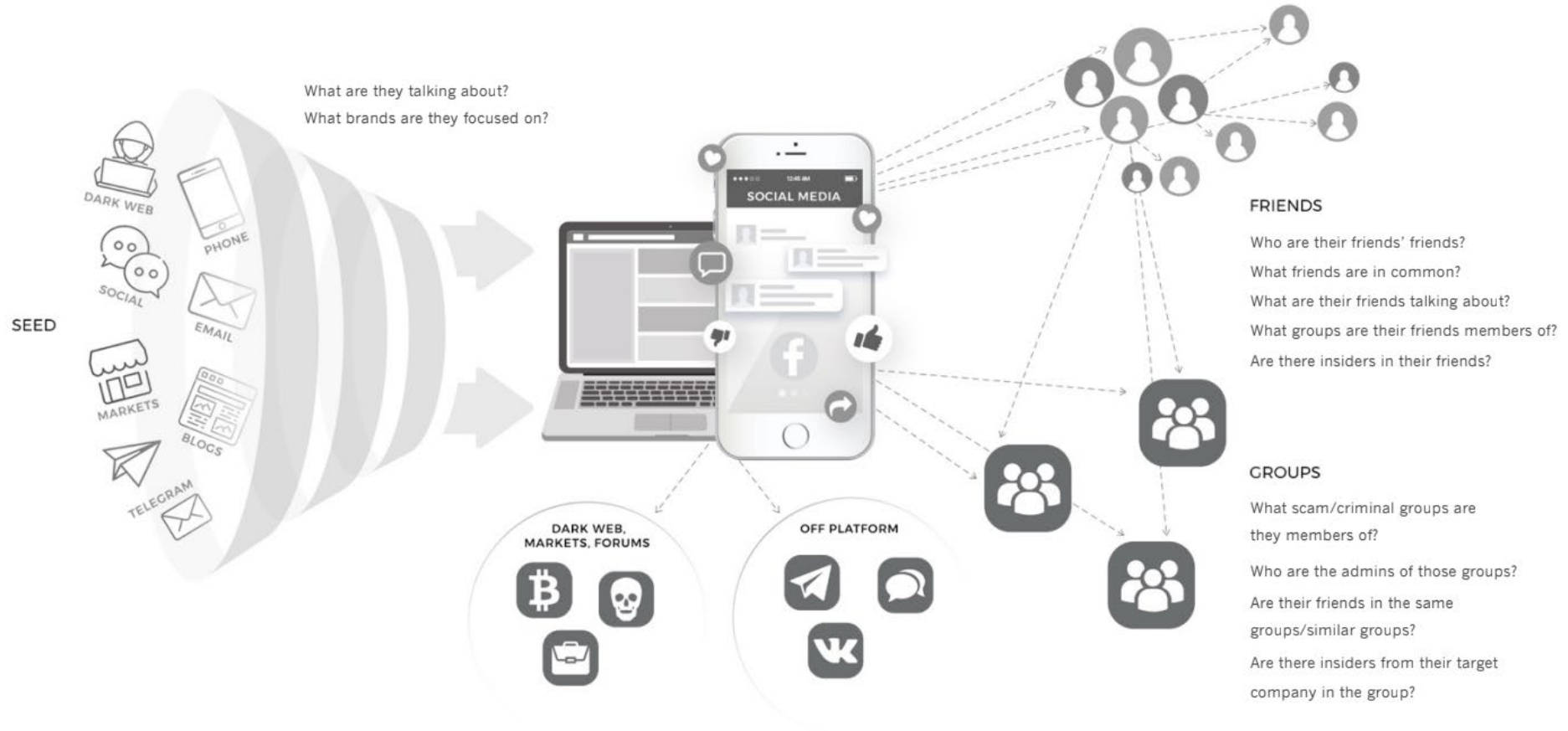
Social Media Intelligence Indian Call Center Fraud

What They Say and How They Pay





Social Media Intelligence



Let's take one example

The Indian EXPRESS

Thursday, May 05, 2022

Home Explained Political Pulse India Tech Cities Opinion IPL Entertainment Health Parenting Premium Audio [Subscribe](#) [Sign In](#)

MUST READ



[Home](#) / [Cities](#) / [Delhi](#) / When trouble calls: Behind Delhi's call centre scam duping US citizens

When trouble calls: Behind Delhi's call centre scam duping US citizens

With thousands of 'call centres' cropping up in Delhi to dupe US citizens, police are having to grapple with tech savvy fraudsters and sophisticated modus operandi

Written by [Mahender Singh Manral](#) | New Delhi |
Updated: September 20, 2021 1:55:38 pm

Lucknow: Couple duped over 200 with fake call centre, arrested

TNN / Updated: Apr 4, 2022, 07:31 IST



... following the clues leads to Facebook groups!





LUCKNOW: A team of the Special Task Force busted a fake call centre and nabbed three persons ... Ankit Singh, his wife Priya Singh, and their aide Anuj Gaud.


The team recovered 2.75 lakh customers contact details ... they stole the victim details while working in another fake call center.




Ankit Singh


 **Ankit Singh** ▶ US payment gateway for tech support
February 16 · 🌐


 **Ankit Singh** ▶ US Technical Support Help forums
February 16 · 🌐

 **Ankit Singh** ▶ 3d payment gateways
February 15 · 🌐


 **Ankit Singh** ▶ Tech Support Jobs
February 15 · 🌐


 **Ankit Singh** ▶ 3d payment gateways
January 31 · 🌐

 **Ankit Singh** ▶ 2d Payment Gateway on Percentage basis
January 31 · 🌐

 **Ankit Singh** ▶ Payment Gateway Solutions : e-Commerce
January 31 · 🌐

 **Ankit Singh** ▶ Tech Support Payment Gateway and PPC Calls
January 31 · 🌐

 **Ankit Singh** ▶ Payment Gateway for Tech Support and BPO
January 31 · 🌐

 **Ankit Singh** ▶ Technical Support Calls,Campaigns and Payment Gateways (Haryanvi Group)
January 31 · 🌐

3d gateway available with instant payment


📌 Gateway available for charging
📌 Usa account available for wire payment
📌 gift card blocking/trading available with instant payment


🔥 3D gateway avail.
🔥 calls avail. Blasting,ppc and pop up.
🔥 wire account available Uk,US.


🔥 3D gateway avail.
🔥 calls avail. Blasting,ppc and pop up.
🔥 wire account available Uk,US.

**I hv 3d Gateway
Payout in 24hrs 65%
Direct owner
Tym seekers stay away 🙏**


**2D and 3D gateway available 🙌
Gift Card blocking available 🙌
Zelle id available 🙌**

 **Ankit Singh** ▶ US payment gateway for tech support
January 20 · 🌐

 **Ankit Singh** ▶ tech support pop up call world
January 19 · 🌐

 **Ankit Singh** ▶ US Tech Support Buy Sell Calls
October 25, 2021 · 🌐


 **Ankit Singh** ▶ Payment Gateways
October 4, 2021 · 🌐

 **Ankit Singh** ▶ US payment gateway for tech support
September 9, 2021 · 🌐


🙌 I'll make any US bank acc. For anyone.
🙌 All types of call available.
🙌 3d gateway avail. for charging.
🙌 Gift card blocking avail. with instant payments.

 **Ankit Singh** ▶ Payment Gateways
April 28, 2021 · 🌐


Anyone need your own 2D/3d gateway whatsapp on +918368407935 (with verified details)

 **Ankit Singh** ▶ International Global Pay Real Sender and Receiver Link
October 4, 2021 · 🌐

 **Ankit Singh** ▶ 2D/3D REAL SENDER/RECEIVER
September 18, 2021 · 🌐

 **Ankit Singh** ▶ Payments Gateway /Tech Support /Kyc transactions
September 16, 2021 · 🌐

Facebook Group	Members	Posts last month
Loaders USA UK Canada Australia	10,000+	7,004
Tech Support Calls	10,000+	1,007
Lead Generation & Data Entry Experts	3,405	276
Leads & Data Market Place	2,199	640
Data entry, web scraping, lead generation service group	6,226	788
Leads Data Services – Buy & Sell	4,055	255
Tech Support world Calls	10,000+	1,905
Tech Support sales Data Kolkata,Mumbai,Delhi,Bangalore	6,652	1,865
TechSupport	7,663	1,470
Tech support (US) refund process	1,940	1,249
Tech support calls (US,UK,AUS,JAP)	1,583	1,140
Tech Support Kolkata	7,203	2,102
... And hundreds more		

 Biswas Baban ▸ Tech Support Payment Gateway and PPC Calls
March 8 · 🌐

👤👤👤 Process Driven Database Available 👤👤👤

👤👤 USA Email Data with Best Connectivity-- Huge Calls Ratio

👤👤 Amazon,Paypal,McAfee,Norton,Windows all Process Data Available

👤👤 Mixed & Paid Domains(Comcast,Cox,Verizon,SBCGlobal Etc.) both available

Australia,UK,Singapore Email Data also Available

👤👤 IVR Data for All Country with more than 80% Connectivity

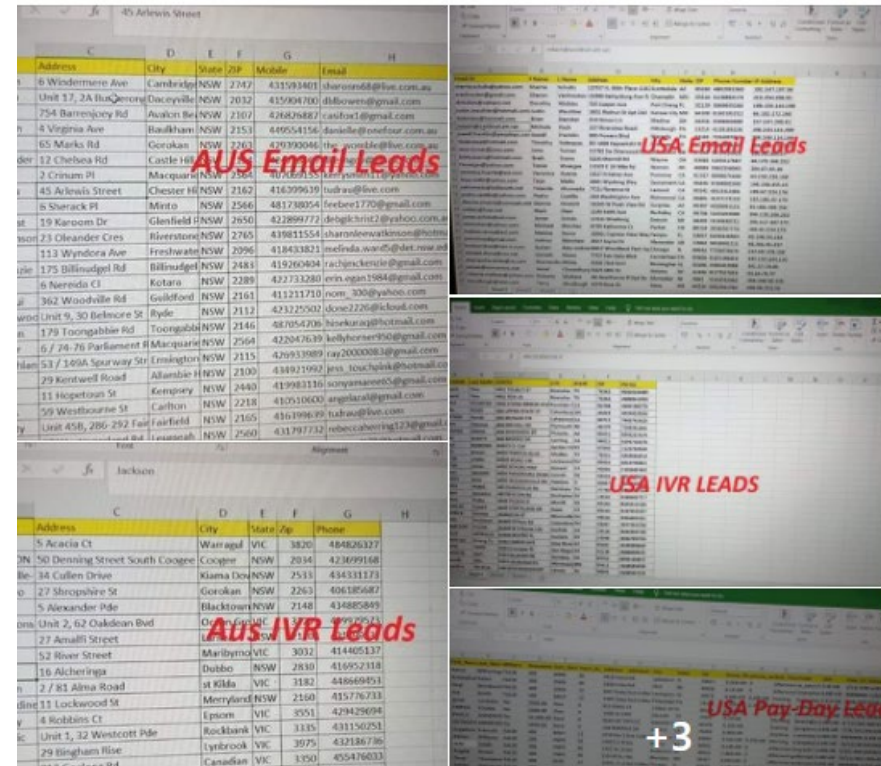
👤👤 SSN Data

👤👤 Payday Data

👤👤 Mortgage Data

👤👤 Refund Data

☎☎ Contact +91 7029807268 for further Discussion ☎☎



The image displays several screenshots of spreadsheets containing lead data. The spreadsheets are organized into columns for Address, City, State, ZIP, Mobile, and Email. The data is categorized into 'USA Email Leads', 'AUS Email Leads', 'USA IVR Leads', and 'AUS IVR Leads'. The spreadsheets show a list of addresses and corresponding contact information for various locations in the USA and Australia.

What do we learn from reviewing a few million “Tech Support/Payment Gateway” group posts?

Call Sources

- Inbound
 - SEO
 - BSOD
 - SMS
 - Email
- Outbound
 - Lead Lists

Call Types

- BSOD
- Porn
- Tech Support
- Anti-Virus
- Amazon
- Apple
- etc.

Payment Methods

- Gift Cards
 - (Blocking)
- Zelle / Venmo / CashApp
- Wire Transfer
- 2d/3d Gateways

Call Sources: Email Blasting, SMS Blasting, IVR Blasting



Rohan Samuel ▸ Tech Support Kolkata

May 2 at 6:18 AM · 🌐

!!!!*Email Blasting Calls* Available!!!. 📧

Norton

Mc cafe

Geek Squad

PayPal

booking time only *5pm - 9.30 pm..*

High call flow

With 93% inbox rate

INTERESTED ONE' PLEASE COME OVER

INBOX

I'M HERE TO BUSINESS NOT WASTE MINE 😊 AND YOUR TIME 😊

PLEASE DO FEEL FREE TO CONTACT ME

Only Genuine People Contact me ,



Rohan Samuel ▸ Tech Support Kolkata

2 hrs · 🌐

Amazon Sms Blasting calls and prime PPC call available with great quality & Flow... dm now to book your slots



Tor Climenson

20 hrs · 🌐

👉👉👉))) PREMIUM DATABASE AVAILABLE (((👉👉👉

✂ Email Blasting Data

✂ Phone Number Data for IVR Blasting

✂ Rich People's Data

✂ Medicare leads part A, Part B for DME, cardio, and CGX campaigns.

✂ Health Insurance leads with 40+ headers

✂ B2B leads or Business Owner leads.

✂ Homeowner Data for Solar/ Energy Campaign.

✂ Paid Domain Email Data Available

📞 Contact Us:-

Whatsapp: <https://wa.me/message/4WLZFBY7XX5O1>

Skype: live:.cid.7e6b210414a4015e

Telegram: @Pysenberg

Email: storerestore20@gmail.com

#Data #databases #leads #leadgeneration #dataleads #email #emailmarketing #emaillist #emailblast #emailcampaign #Emailblasting #techsupport #BPO #IVR #PhoneNumber #homeowner #Medicare #MedicareSupplement #MedicarePartB #solar #highqualitydata

Email Blast example ... Microsoft Defender Calls



Ruchi Jain ▶ Tech Support Kolkata

May 1 at 6:21 AM · 🌐

● CALLS ● LIMITED ● CALLS

📠 Lockdown brings
Good quality calls at cheaper price
● All days working
Also deal in US / USA calls

📠 (Email blasting calls
Refund calls)

● Amazon
● PayPal
● norton
With Microsoft defender calls

📠 (PPC CALLS)

Both Banking , porn pop & Norton pop up
(bank of America & chase Bank)

● PayPal
● EBay
● Amazon Prime
● EBay motors
● Hp printer activation

● Negotiable Rates / References available(serious buyers only)

● THANK YOU

Subject

Order Confirmation

Order Confirmation

Order Confirmation

Order Confirmation

Order Confirmation

Order Confirmation

Order Confirmation

Order Confirmation

Order Confirmation

Order Confirmation

Order Confirmation

Order Confirmation

Order Confirmation

Order Confirmation

Order Confirmation

Order Confirmation

Order Confirmation



From	Date
● Windows Defender Order	🔥 3/29/2022, 12:...
● Windows Defender Order	🔥 4/15/2022, 9:1..
● Windows Defender Order	🔥 4/15/2022, 11:...
● Windows Defender Order	🔥 4/15/2022, 2:4..
● Windows Defender Order	🔥 4/15/2022, 5:4..
● Windows Defender Order	🔥 4/25/2022, 8:19 ..
● Windows Defender Order	🔥 4/25/2022, 11:...
● Windows Defender Order	🔥 4/25/2022, 2:2..
● Windows Defender Order	🔥 4/25/2022, 5:3..
● Windows Defender Order	🔥 4/27/2022, 11:...
● Windows Defender Order	🔥 5/2/2022, 8:07 .
● Windows Defender Order	🔥 5/2/2022, 11:2..
● Windows Defender Order	🔥 5/2/2022, 2:18 PM
● Windows Defender Order	🔥 5/2/2022, 6:04 .
● Windows Defender Order	🔥 7:14 AM
● Windows Defender Order	🔥 11:14 AM
● Windows Defender Order	🔥 12:24 PM

Microsoft Account

I'm an image

Thank you for using our services.

This email is regarding your purchase of Microsoft defender. Please check below for more details of invoice

Customer Id : 22145#242105
Invoice Id : IN-88594-181507
Email : gar@askgar.com
Invoice Date : 05th May 2022

Product	Description	Quantity	Amount
Microsoft firewall defender.	1 Year Subscription Valid till 05th May 2023.	1	\$399.99
		Discount	\$50.00
		TOTAL	\$349.99

I'm an image

Dear Partner

if you find above information incorrect please contact our customer service executive to resolve the issue.

If you didn't make this purchase or want to cancel you purchase you can contact our customer service executive he'll help you get a full refund of your amount.

Please contact out customer care representative within 48 hours of receiving this invoice details.

Customer service representative contact: **+1(845) 813-2809.**

2022@copyright reserved Microsoft Accounts

Microsoft Accounts

Thank you for using our services. This email is regarding your subscription of Defender Premium protection plus. Please check below for more information.

Customer email: gar@askgar.com

Customer ID: 174646

Date : 05 May, 2022

Invoice Details

Product Details

Product : Defender Premium protection plus

Description : Yearly Subscription (Auto Pay Enabled)

Amount : \$199.99

Next Due Date : 07 May, 2022

Have any question

You have subscription enabled with auto pay for each cycle for continued service. Please login to your account or contact a client supervisor to cancel the auto pay deduction from your account.

If you find above information incorrect please communicate with our client service supervisor to resolve the issue.

If you want to cancel your subscription you can communicate with our client service supervisor. He will help cancel your subscription and get a partial refund required by law if money is already deducted from your account.

Please communicate with our client service supervisor within 48 hours of receiving this email.

Regards
Team Microsoft
client service supervisor (Toll Free) : +1-(845)-(253)-(4434)

Copyright © 2018 Microsoft Accounts. All rights reserved.
Changed your mind? You can [unsubscribe](#) at any time.

Microsoft Account

I'm an image

Thank you for using our services.

This email is regarding your purchase of Microsoft defender. Please check below for more details of invoice

Customer Id : 36525#200756
Invoice Id : MS-889523-155106
Email : gar@askgar.com
Invoice Date : 02nd May 2022

Product	Description	Quantity	Amount
Microsoft firewall defender.	1 Year Subscription Valid till 02nd May 2023.	1	\$399.99
		Discount	\$50.00
		TOTAL	\$349.99

I'm an image

Dear Partner

if you find above information incorrect please contact our customer service executive to resolve the issue.

If you didn't make this purchase or want to cancel you purchase you can contact our customer service executive he'll help you get a full refund of your amount.

Please contact out customer care representative within 48 hours of receiving this invoice details.

Customer service representative contact: **+1(855) 216-3572.**

2022@copyright reserved Microsoft Accounts

Those Emails → Told us to call these numbers



Meera Druv Singh ▶ Inbound Tech Support India

11 hrs · 🌐

CALLS LIMITED CALLS

- Lockdown brings
Good quality calls at cheaper price
All days working
Also deals in US / USA calls

- (Email blasting calls
Refund calls)

- Amazon
- PayPal
- norton

With Microsoft defender calls

- (PPC CALLS)

Both Banking , porn pop & Norton pop up
(bank of America & chase Bank)

- PayPal
- EBay
- Amazon Prime
- EBay motors
- Hp printer activation

- Negotiable Rates / References

available(serious buyers only)

THANK YOU

(845) 253-4434

(845) 285-2702

(855) 216-3572

(866) 281-0098

(845) 234-4290

(845) 234-4753

(845) 253-9966

(845) 265-0373

(845) 285-2702

(845) 813-2628

(845) 813-2771

(845) 813-2809

(845) 813-2986

(855) 216-3572

(866) 349-2676

(866) 706-1727

(888) 743-1217

(888) 880-4966

anmnuiiramnio@gmail.com
archivwatch21@gmail.com
edizanefh34@gmail.com
gitakviula74@gmail.com
grabelernestovj621@gmail.com
ingressstain473@gmail.com
jalehorimck2@gmail.com
johanwilliek9@gmail.com
kingukelly438@gmail.com
kobirfoysal304@gmail.com
maiceazsetrdf43k@gmail.com
measudilno@gmail.com
microbillingjr139@gmail.com
microsoftinvoice5961@gmail.com
microsoftsubscriptionsd1172@gmail.com
microsoftsubscription14095@gmail.com
microsoftsubscription32435465@gmail.com
MicrosoftSubscription32435465@gmail.com
microsoftsubscription418321@gmail.com
microsoftsubscription543121@gmail.com
microsoftsubscription550001290@gmail.com
microsoftsubscription6416121@gmail.com
microsoftsubscription6787908@gmail.com
microsoftsubscription74646465@gmail.com
microsoftsubscription777293@gmail.com
microsoftsubscription80973@gmail.com
microsoftsubscription87548845@gmail.com
microsoftsubscription92728393@gmail.com
microsoftsubscriptiondk494@gmail.com
Microsoftsubscriptiondk494@gmail.com
microsoftsubscriptionpp3@gmail.com
mithalc161@gmail.com
perryalbanese025@gmail.com
pritijintafarzana@gmail.com
rfdssank@gmail.com
ssssdcudje@gmail.com
stubbornarchi289@gmail.com
thomasrobinson740@gmail.com
tsucks438@gmail.com
vasilskyre@gmail.com
veryappy39@gmail.com
yuiooytr892@gmail.com

#RSAC

Call Types: BSOD / Pop-ups



Tech Support calls..

Public group · 5.2K members

Joined

+ Invite

About Discussion Topics People Events Media

Q

...



Aje Cu

Yesterday at 8:04 AM ·

- 📞 Popup BSOD calls available 📞
- 📞 Pornographic spyware calls available 📞
- 📞 Call Blasting Available 📞
- 📞 PPC and postpay available 📞
- 📞 TFNs and NTFNs Available 📞

About

Window Pop-up (Blue screen, Microsoft Security Essential) call available with relentless flow. These are high conversion of 30-65% .

Public

Anyone can see who's in the group and what they post.

Visible

Anyone can find this group.

Callers Needed

Tech Support Kolkata

Public group · 7.2K members

About Discussion Topics People Events Media Files

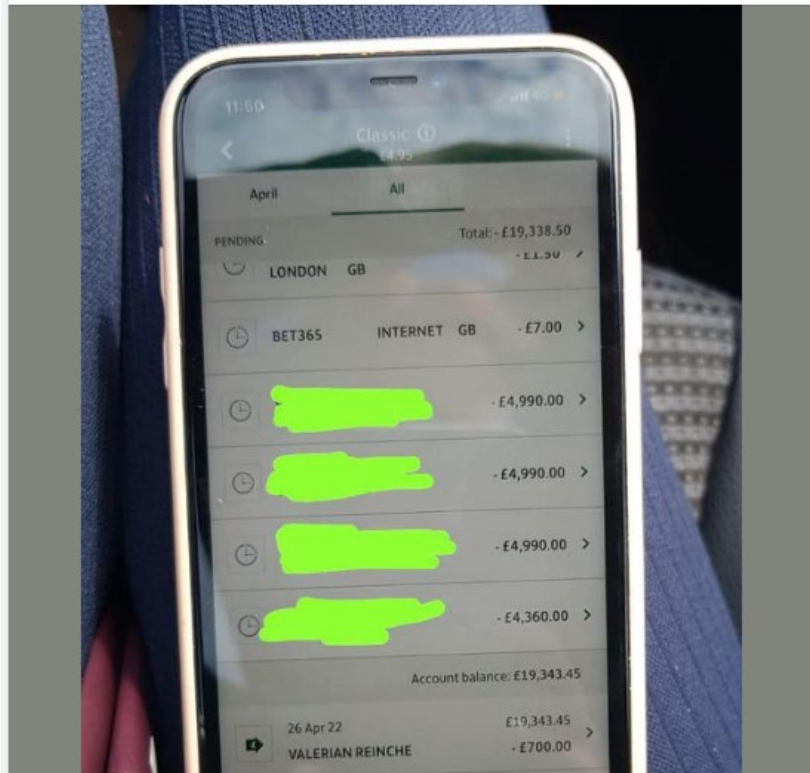


Wiz Kasheef

May 3 at 6:37 AM · 🌐

UK 🇬🇧 callers needed 🗣️ 📞 📧 (FRESH DATA)

Need: confident, good voice and experience in closing. UK accounts available for instant clearance of the money. Just get transfers done and we can make a lot of money.



Prantik Pait

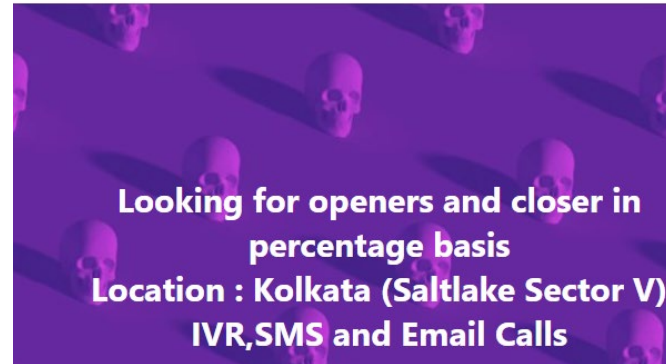
April 4 · 🌐

Need a bsod windows defender call closer immediately on percentage basis... Location kolkata . interested person can inbox or WhatsApp 8296319034



Alex Marshal

March 6 · 🌐



Tech Support Calls Available

Public group · 11.3K members

About Discussion Featured Topics People Events Media Files



Ankit Mahajan

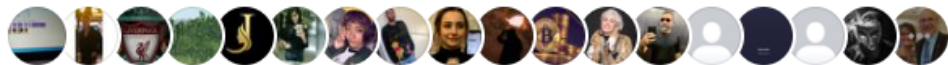
April 18 at 4:46 PM · 🌐

Need experienced agents and semi closer for ppc calls eBay/iOS/Amazon/paypal/bsod calls will be in flow same day payout food will be provided location North Delhi interested person can inbox me

What can a New Bank Account do?

LOADERS USA UK CANADA AUSTRALIA

Private group · 62.4K members



About Discussion Featured Topics Members Events Media



Rohan Samuel

April 28 at 9:10 AM · 🌐

HELLO GUYS ALL PAYMENT SOLUTIONS UNDER ONE ROOF !

- USA

Accounts For International Wires & physical Deposit..!

Zelle, Cash-app.

All Major GiftCard Blocking With Instant Or EOD Payment.

Cash Pickup Available In Major States.

Western Union, BTC

- AUSTRALIA

Accounts For WIRES & PHYSICAL Deposit Available.

OSKO, B-PAY, PAY ID, BTC

All Australian Major Gift Card Blocking Available.

CardLess Withdrawal Also Available.

DM NOW TO WORK GENUINELY AND FOR LONG TIME!

LOADER'S GROUPS

Public group · 2.9K members

About Discussion Rooms Topics People Events Media Files



Madison Billionz

April 18 at 6:48 PM · 🌐

Local bank, credit union or prepaid bank needed for wire transfer funds ! dm 50/50 I need right now For funds pickup
We split 50:50

tech support pop up call world

Public group · 6.5K members

About Discussion Topics Members Events Media Files



Vickraj Pandey

April 11 at 5:49 AM · 🌐

🇬🇧 UK DIRECT RESOURCES AVAILABLE INSTANT APPROVAL

#Best rates in groups fast approval payment in hours direct resources

- 1 WIRE ACCOUNT'S
- 2 CHEQUE CLEARANCE
- 3 CASH PICKUP
- 4 PHYSICAL WIRE ACCOUNT'S
- 5 CHECK PICKUP
- 6 WU&MG PICKUP IN 30 MIN

INSTANT APPROVAL AND INSTANT CASHOUT PAYOUT IN 3 TO 5 HOURS IN BTC AND IMPS BEST RATES INBOX FOR RATES REFERENCES AND REVIEWS AVAILABLE

VICKY PANDEY

Zelle, Cashapp, Google Pay, Venmo, Paypal ... all they need is a bank account to link to!

#RSAC

Tech Support Sales Data Kolkata,Mumbai,Delhi,Bangalore

Public group · 6.7K members

About Discussion Topics People Events Media



Suresh Verma

50 mins · 🌐

Fast zelle and cashapp
Amex 3799
Vanilla
Google pay (all countries)
Target
Apple
Good rates and instant payments
Proofs and references available.
F2f in delhi and kolkata.
Instant/Same Day Payment
<<whatsapp - +1 (518) 289-0975* 📞

SEO ,PPC ,TECH SUPPORT

Public group · 3.5K members

About Discussion Topics People Events



Vishal Arora

May 3 at 9:50 AM · 🌐

All gift cards blocking available with instant payment
Zelle id
Cash tag
Venmo id
Paypal id
gpay available
fbpay available
Btc wallet available
2d gateway available payout time 48 hours
3d gateway available Instant payment
All wire international account Available
Anytime
Dm for more info
Main thing I can take any amount 10 to 15 mins
Btc paytm Google pay phone pay imps neft ethereum anything available start from any amount
an c take may payment faster
Thankyou

Tech support (US) refund process

Public group · 1.9K members

About Discussion Topics People Events Media



Rizwan Shaik

· 9 hrs · 🌐

UK USA Bank accounts available
All sorts of payment receiving options are available
Payments same day or next day based on payment time
All logins and other details will be provided at the time of sharing account
Once payment hits the receiving account same will be cleared in short period
Of time
No minimum or maximum payment bars
In case if transaction fails or something goes wrong in clearance will share all supported
screenshots and other things
Your payback is guaranteed
Please dm for percentage and type of accounts available with us
Once payment is cleared or picked up your payment will be delivered instantly

How do we Apply this?

- Illegal robocalls targeting organizations and/or their customers can cause real harm
- Tools are available to take action to identify the robocallers and their enablers
- These tools offer more than mere investigation; they can also help to disrupt the fraud and enable further action
- Awareness of call center service providers and their methods can also help disrupt call flow by:
 - Blocking money laundering methods
 - Detecting and disabling service providers
 - Providing more meaningful informed Public Service Announcements