Pooja Pun

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We studied the workings of Technical Support Scams through the lens of scammers by studying messages from thirteen WhatsApp groups. We found that the key players of the system are call centers who talk with victims and scam them, website developers who develop the technical support websites, VOIP providers who provide toll free numbers, money laundering service providers who launder the scammed money and remote access login providers who provide services using which people working at call centers can remotely access victims’ devices.

All these key players are posting advertisements of their services in the WhatsApp chat groups. Usually, the advertisements from all key players except the call centers are targeted towards the call centers as shown in the figure below:

Website developers

Money laundering service providers

VOIP providers

Remote access login providers

Call centers

Fig: Workings of TSS

In most advertisements, the service providers do not typically reveal the monetary value of their services, but a very few do provide the numbers associated with the services.