

# Customer - PolicyGuru® Call Secure Weekly Report - v1.1 (SANITIZED)

## Report Header

2021 Week 26 Weekly Report - All Calls

## Report Information

Business Partner: SecureLogix MSSV

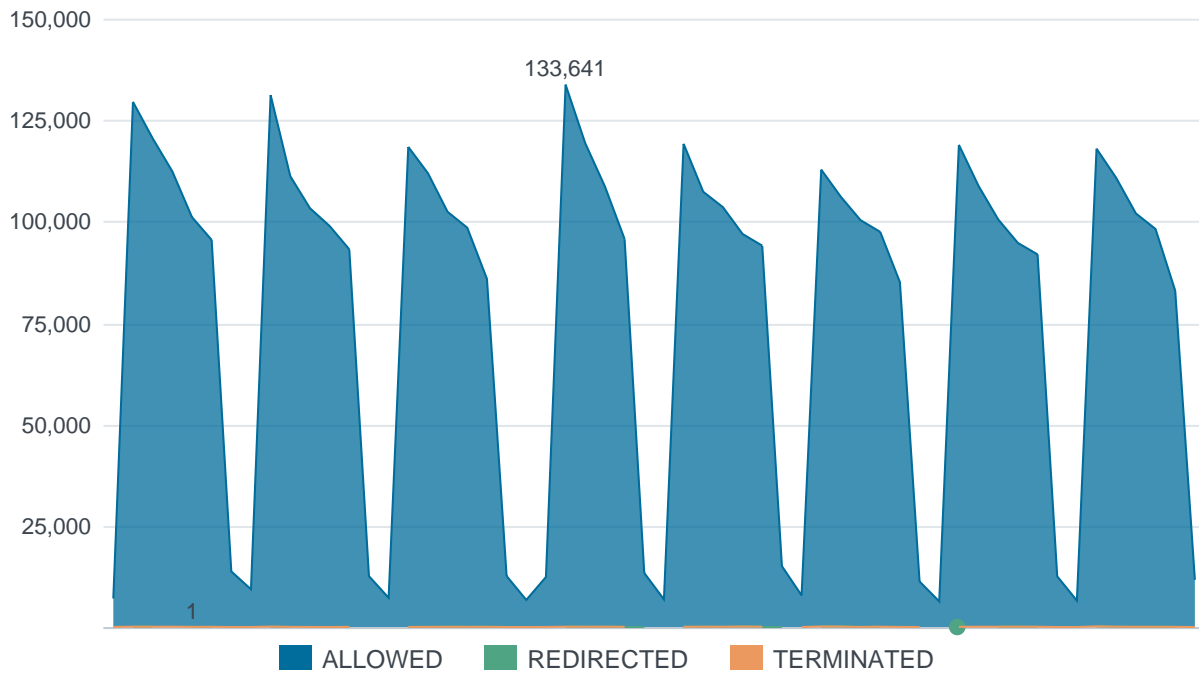
Deliverable: Weekly

Week of Year: 26

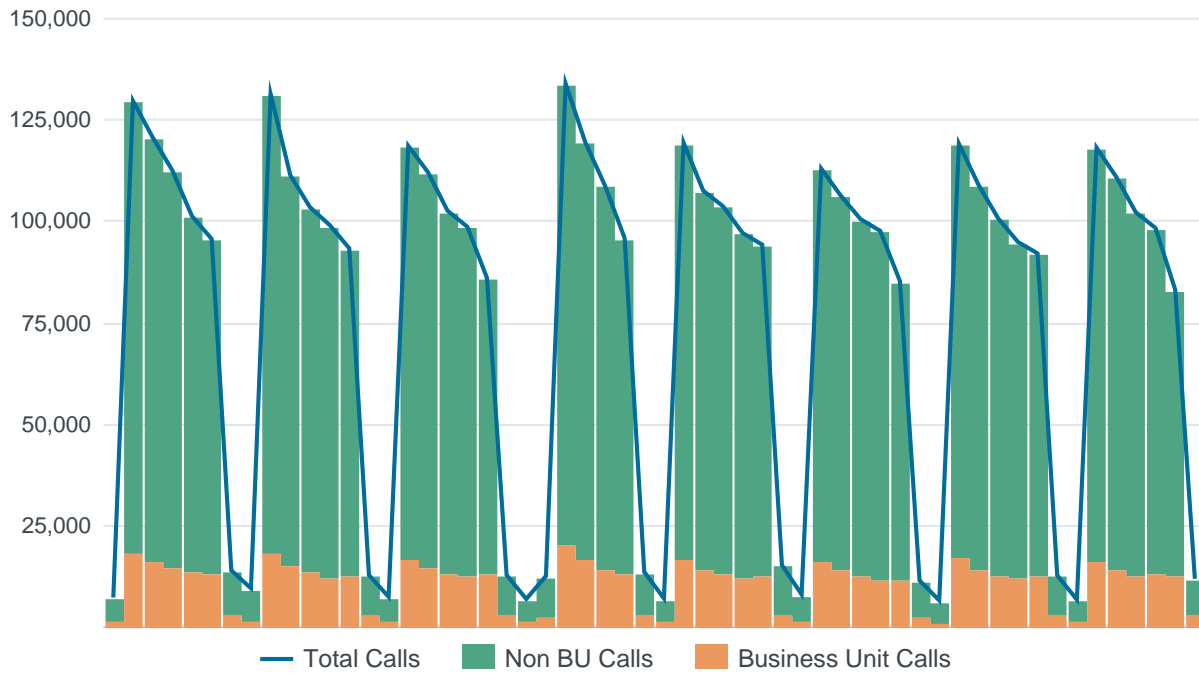
Dates Covered: 27 Jun 2021 - 03 Jul 2021

Entries on List: Not Applicable

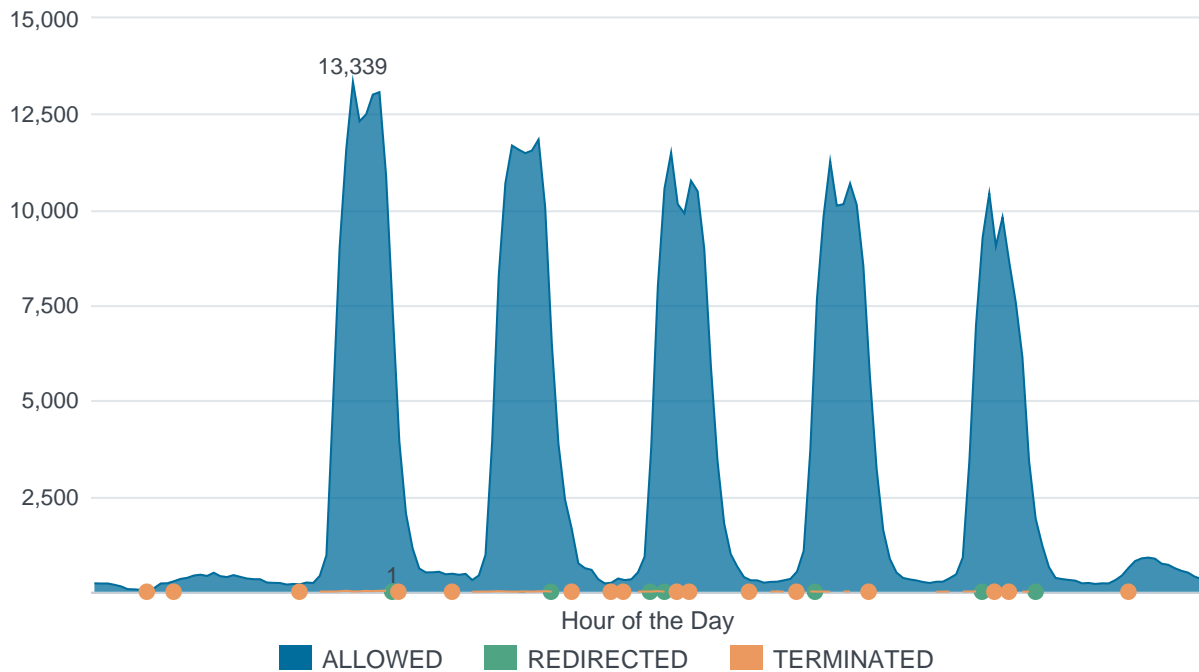
## Calls by Day by PolicyDisposition (8 week trend)



## Business Unit vs Non Business Unit Calls



## Calls by Hour by PolicyDisposition (1 week)



## Allowed Calls (vs Previous), Trend 8

529,456  -1%



## Terminated Calls (vs Previous), Trend 8

391  35



## Top 10 Inbound Sources

Source Number	PolicyGuru List	Calls	Prev Week	% Chg
+12223137002	Graylist	15202	12477	21.8
+12223133711	Graylist	8619	9384	-8.2
+12227842345	WhiteList	5840	5902	-1.1
+12223137000	Graylist	3050	2978	2.4
+12227782100	Graylist	1526	301	407
+1222onymous		1051	865	21.5
+12225483400		983	823	19.4
+12223416000		877	782	12.1
+12225536000		705	792	-11
+12224131208		641	1	64000

## Top Inbound Destinations Called

Destination Number	List Name	Calls	Prev Week	% Chg
+12228313869	Prud_BU_Retirement_Services	16812	16908	-0.6
+12228743821	Prud_BU_Retirement_Services	16801	16907	-0.6
+12224613789	Prud_BU_Individual_Life_Insurance	16010	16061	-0.3
+12222733383	Prud_BU_Individual_Life_Insurance	16021	16057	-0.2
+12225457704		11744	11506	2.1
+12222525316		7866	7838	0.4
+12225261731		7872	7829	0.5
+12228993396		6838	7310	-6.5
+12223490238		6653	7075	-6
+1222318036		6886	7023	-2

## Top 10 Non-BU Destinations

Destination Number	Calls
+1222113704	11744
+1222581731	7872
+12222931316	7866
+12223495036	6886
+12223995396	6838
+12225942238	6653
+12227049328	5606
+1222318046	5061
+12227749170	4852
+1222534351	4566

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## Suspicious Callers | Spikey

### Spikey Callers (excl Unan Dests)

Reported Week	Source Number	Total	Max	% Max Day
2021-06-27	+12222091364	275	275	100
2021-06-27	+12229988624	188	188	100
2021-06-27		185	185	100
2021-06-27		180	180	100
2021-06-27		180	180	100
2021-06-27	+12225357020	161	161	100
2021-06-27		159	159	100
2021-06-27	+12229211519	156	156	100
2021-06-27	+12229271005	125	125	100
2021-06-27		91	91	100

## Suspicious Callers | Spread

### High Spread Callers

Reported Week	Source Number	Total Calls	Destinations Called	% Spread
2021-06-27	+12225483400	35049	13700	39.1
2021-06-27	+12227842345	43473	11731	27
2021-06-27	+12223133711	28034	8369	29.9
2021-06-27	+12223416000	25968	3860	14.9
2021-06-27	+12225536000	17715	2128	12
2021-06-27	+12227782100	1526	1224	80.2
2021-06-27	+12225536800	2239	962	43
2021-06-27	+12228027843	487	443	91
2021-06-27	+12228026000	513	238	46.4
2021-06-27	+12222873281	259	209	80.7

## Suspicious Callers | BU Spread

by Business Unit Spread

sourcenumber	calls	spread	bu_spread	
+12227842345	43473	11731		2
+12225483400	35049	13700		2
+12223133711	28034	8369		2
+12223416000	25968	3860		2
+12225536800	2239	962		2
+12227782100	1526	1224		2
+12223834985	335	65		2
+12223804031	117	11		2
+12223804021	115	9		2
+12226444565	82	34		2

## Suspicious Callers | Invalid Format

Invalid Number Callers

Reported Week	Source Number	Calls
2021-06-27	+12221094445	86
2021-06-27	+12220608823	43
2021-06-27	+12221518107	8
2021-06-27	+12220005015	5
2021-06-27	+12220480003	4
2021-06-27	+12220506082	4
2021-06-27	+12221755633	4
2021-06-27	+12221671229	4
2021-06-27	+12221345671	4
2021-06-27	+12220506999	4

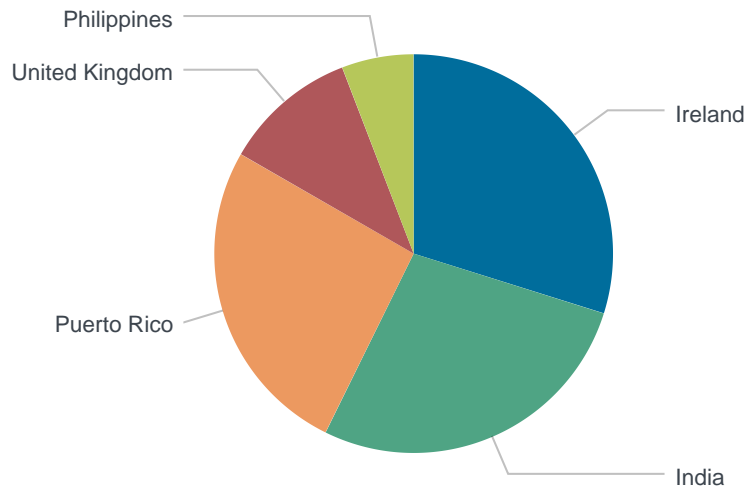
## SecureLogix NHCL Calls (Compare Last Week, Trend 8)



## SecureLogix NHCL

Reported Week	Source Number	Category	Calls
2021-06-27		+12226738490 Fraud	40
2021-06-27		+12226506514 Spammer	23
2021-06-27		+12225361584 Debt Collector	19
2021-06-27		+12225423012 Spammer	18
2021-06-27		+12224993568 Spammer	18

## Top 5 Countries Calling (excl USA, Canada)







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Trademark, Patent and Copyright Information

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PolicyGuru® Call Secure Weekly Report Version 1.1

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