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#### Report Header

2020 Week 9 Weekly Report

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#### Report Information

Business Partner: SecureLogix MSSV

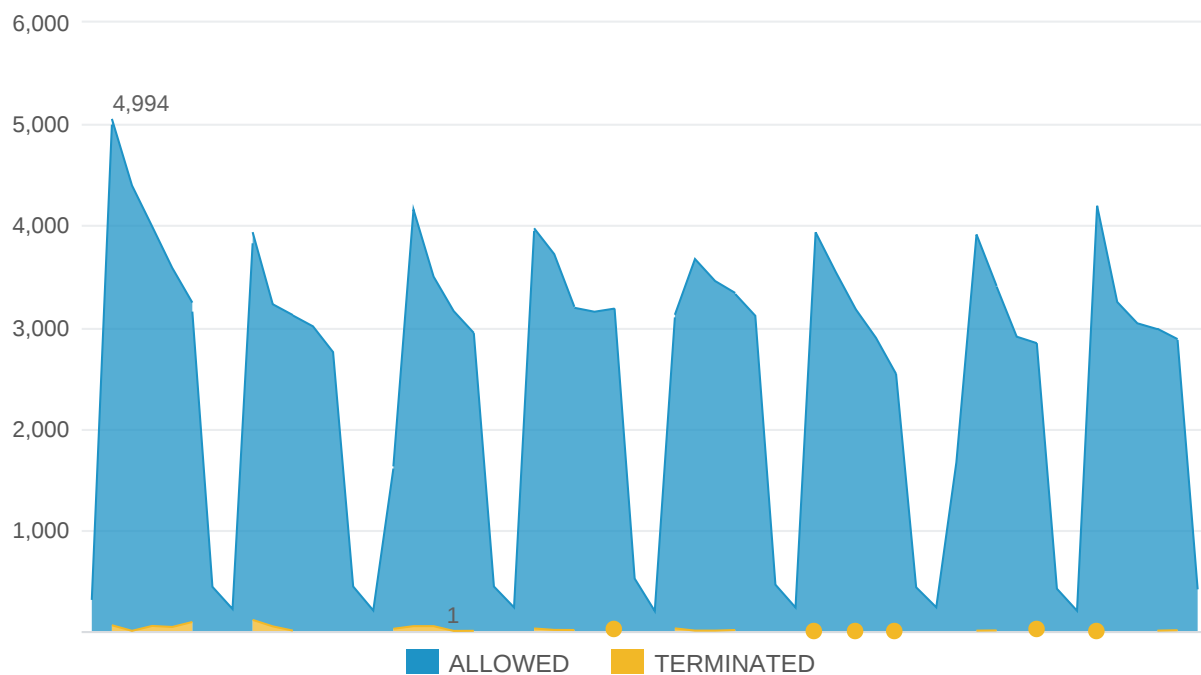
Deliverable: Weekly

Week of Year: 9

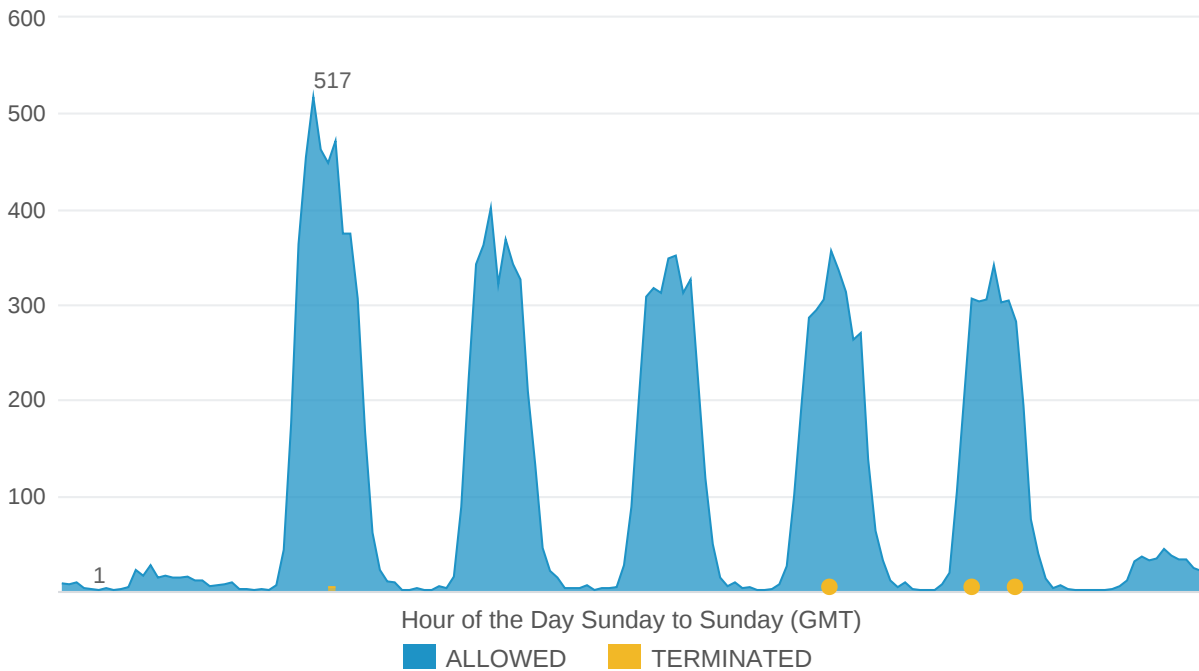
Dates Covered: 23 Feb 2020 - 29 Feb 2020

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



## Calls by Hour by PolicyDisposition (1 week)



## Allowed Calls (vs Previous Week), Trend 8 Weeks (line chart)

16,933 ↗  
10%

A line chart showing the trend of allowed calls over 8 weeks. The line starts at a low point, rises to a peak, and then fluctuates slightly, ending at a point higher than the start.

## Terminated Calls (vs Previous Week), Trend 8 Week (line chart)

20 ↘  
-4

A line chart showing the trend of terminated calls over 8 weeks. The line starts at a high point, drops to a low point, and then remains relatively flat, ending at a point lower than the start.

## Top 10 Inbound Sources

| Source Number | PolicyGuru List | Calls | Prev Week | % Chg |
|---------------|-----------------|-------|-----------|-------|
| +15558099229  |                 | 19    | 5         | 280   |
| +15552339366  |                 | 18    |           |       |
| +15559197692  |                 | 14    | 9         | 55.6  |
| +15559188616  |                 | 13    |           |       |
| +15552674514  |                 | 12    | 7         | 71.4  |
| +15553665418  |                 | 12    |           |       |
| +15553154450  |                 | 11    |           |       |
| +15558048565  |                 | 11    | 1         | 1000  |
| +15557216043  |                 | 10    | 2         | 400   |
| +15553531173  |                 | 10    |           |       |

## Top Inbound Destinations Called

| Destination Number | Calls | Prev Week | % Chg |
|--------------------|-------|-----------|-------|
| +15552478837       | 5101  | 4585      | 11.3  |
| +15557492856       | 5159  | 4142      | 24.6  |
| +15551097261       | 1673  | 1528      | 9.5   |
| +15551091948       | 1319  | 1367      | -3.5  |
| +15551091941       | 1073  | 1231      | -12.8 |
| +15552000220       | 730   | 696       | 4.9   |
| +15551097267       | 652   | 555       | 17.5  |
| +15551091937       | 256   | 275       | -6.9  |
| +15551091940       | 252   | 269       | -6.3  |
| +15551091946       | 176   | 176       | 0     |

## Suspicious Callers | Spikey

### Top 5 Spikey Callers | > 10c / 50% Single Day

| Reported Week | Source Number | Total | Max | % Max Day |
|---------------|---------------|-------|-----|-----------|
| 2020-02-23    | +15552690740  | 10    | 10  | 100       |
| 2020-02-23    | +15552903008  | 10    | 10  | 100       |
| 2020-02-23    | +15552339366  | 18    | 17  | 94.4      |
| 2020-02-23    | +15559188616  | 13    | 12  | 92.3      |
| 2020-02-23    | +15558099229  | 19    | 16  | 84.2      |

## Suspicious Callers | Spread

### Top 5 High Spread Callers | > 1% Entries on List

| Reported Week | Source Number | Total Calls | Destinations Called | % Spread |
|---------------|---------------|-------------|---------------------|----------|
| 2020-02-23    | +15558228081  | 6           | 3                   | 50       |
| 2020-02-23    | +15552123838  | 6           | 3                   | 50       |
| 2020-02-23    | +15556324643  | 6           | 3                   | 50       |
| 2020-02-23    | +15555364381  | 4           | 3                   | 75       |
| 2020-02-23    | +15553215600  | 5           | 3                   | 60       |

## Suspicious Callers | Invalid Format

### Top 5 Invalid Number Callers

| Reported Week | Source Number | Calls |
|---------------|---------------|-------|
| 2020-02-23    | +15551111353  | 1     |

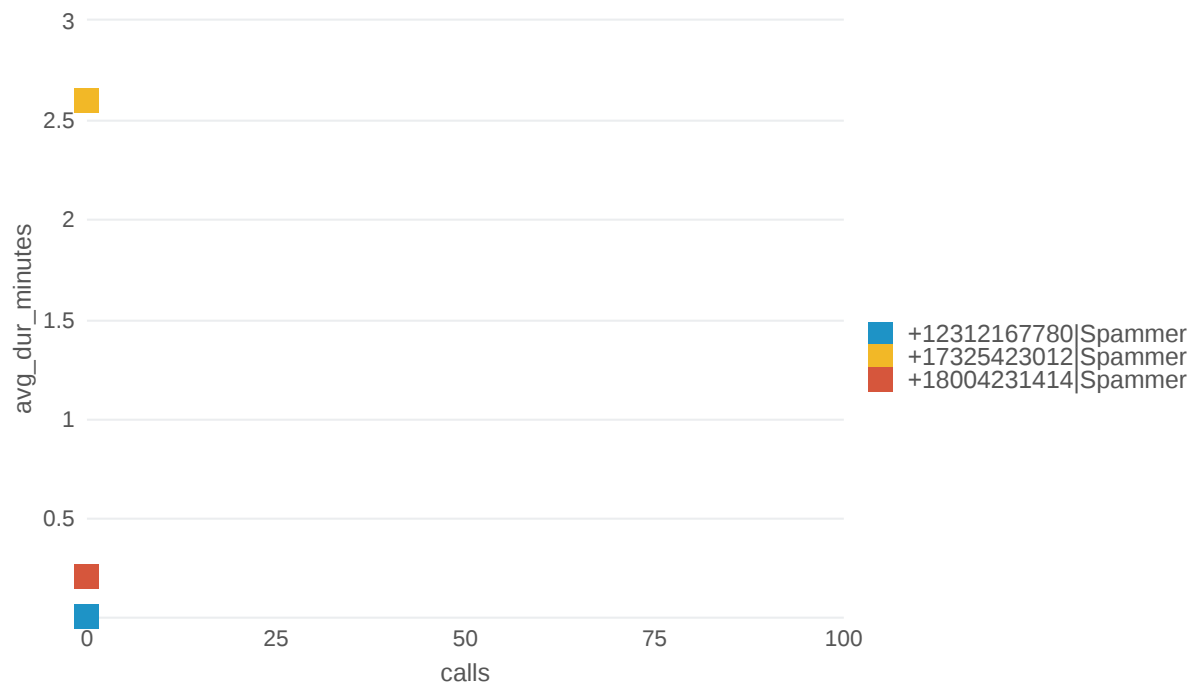
## SecureLogix NVCL Calls (Compare Last Week, Trend 8)



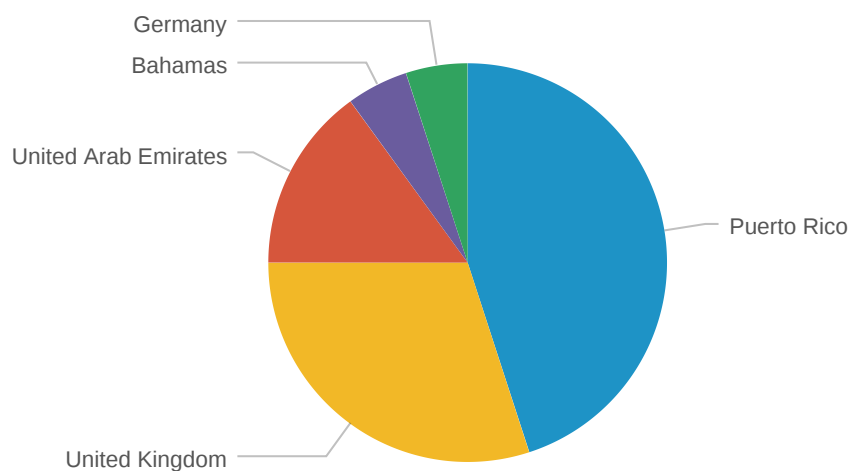
## SecureLogix NVCL

| Reported Week | Source Number | Category | Calls |
|---------------|---------------|----------|-------|
| 2020-02-23    | +15555423012  | Spammer  | 5     |
| 2020-02-23    | +15554231414  | Spammer  | 1     |
| 2020-02-23    | +15552167780  | Spammer  | 1     |

## NVCL by Count and Duration excl Term



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



## Top Countries Calling

| Source Region            | Last Week | Prev Week | % Chg |
|--------------------------|-----------|-----------|-------|
| Puerto Rico              | 9         | 10        | -10   |
| United Kingdom           | 6         | 7         | -14.3 |
| United Arab Emirates     | 3         |           |       |
| Germany                  | 1         |           |       |
| China                    | 1         |           |       |
| Northern Mariana Islands | 1         | 1         | 0     |
| Egypt                    | 1         |           |       |
| Argentina                | 1         |           |       |
| Jamaica                  | 1         | 1         | 0     |
| Bahamas                  | 1         |           |       |
| Total                    | 25        |           |       |



## SecureLogix Footer

SecureLogix TPC

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