Verizon KYC Best Practices

How we got where we are

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Introduction to KYC: brief overview

• Start (I have been doing this even before we started doing this)
• Provide Context and Background
• Discuss Need for KYC
• Describe Involvement
• Outline Contributions
• Share Lessons
• Memorable Conclusion
Know Your Customer By The Numbers

26 Failed to sign traceback amendments

15 Recently Reduced CCLs (Concurrent Call Limits= 1 2020+)

8 Monitoring

27 Improved
Know Your Customer: Things We Look for

- **Robo Score (Measure of Automatedness in Traffic)**
  - Total Volume of Calls
  - Average Call Duration
  - Percentage of Unanswered Calls
  - Percentage of Cancelled Calls
  - Percent of 404s
  - Neighborliness

- **KYC Score (Measures Percentage of Suspicious Calls)**
  - Cancelled Call Percent
  - 404 Percent
  - Robo Score (Measure of Automatedness)
  - Spamness Score (watch listed calling party call percentage)
  - SCAM Honeypot Percent
  - All Honeypot Percent
  - 8YY Percent Honeypots