SMS ABUSE
UBH SIM Gateway & WAT Use case

HCL Tech User Forum 2026 - FASTWEB

Classification: Internal

Agenda

01 **About FW+VF**

02 **SMS Abuse**

03 **UBH SIM Gateway**

04 **WAT - Workflow Automation Tool**

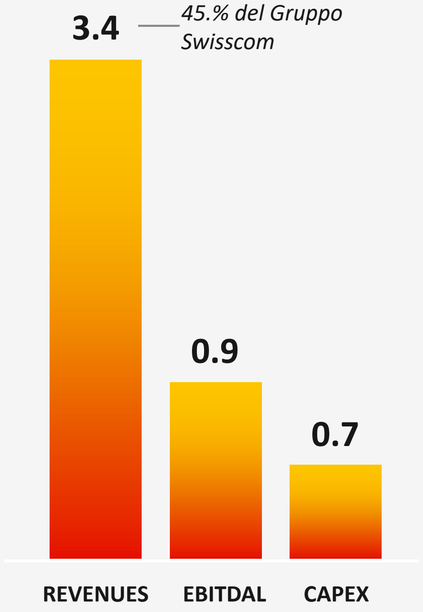


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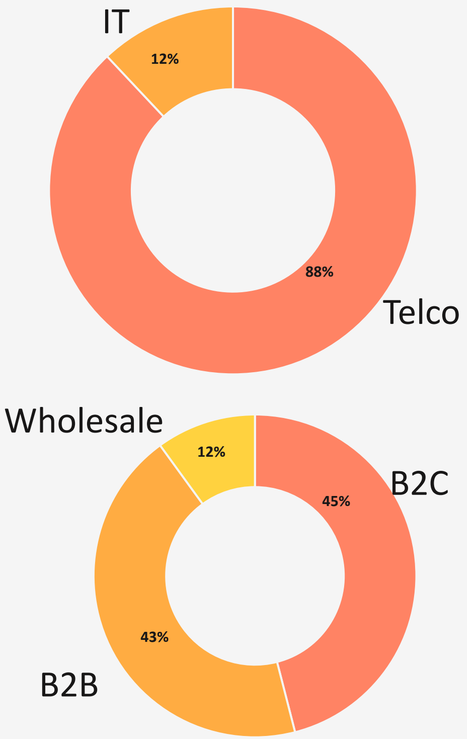
A new digital leader is born in Italy

FINANCIALS H126

in EUR bn



REVENUE SHARE



INFRASTRUCTURE

Coverage FTTH

Q226	2030
61%	90%

Coverage 5G

Q226	2030
90%	95%

Computing capacity

#4 in Italy*

#42 in Europe*

* Enterprise-wide aggregation (multiple systems counted once)

MARKET SHARE

29%

25%*

*It refers only to human SIM cards. Including M2M SIM cards, the market share is around 30%.

PEOPLE

7.2k

Classification: Internal

Two excellences, one industrial DNA

FIXED DNA

DC, AI, CLOUD,
EDGE E CYBER

Combined Leadership

FTTH
Lines

A.I.
Comprehensive proprietary Suite

#1

Public Sector
Active Framework Agreement (Core & Security)

Mobile
SIM Human +M2M
5G Advanced 2.5 Gbps

MPN
 # Active sites

MOBILE DNA

5G, FWA,
IoT & ANALYTICS

FASTWEB + vodafone

Classification: Internal

Our choice is clear: quality, infrastructure, innovation

#1 choice for Consumers and Businesses

B2C



ENERGY,GAS, INSURANCE

AI AUGMENTED



BEST CORE

NPS

B2B



CLOUD, AI, CYBER, IoT

AI AUGMENTED



BEST CORE

NPS

WHOLESALE



INTERNATIONAL

AI AUGMENTED



BEST CORE

NPS



AGILE IT | AGILITY | MOVE TO CLOUD | INTEGRATION | AI AUGMENTED



BEST INFRASTRUCTURE | FIBER | 5G | FWA | DC | AI AUGMENTED

FASTWEB + vodafone

SMS Abuse

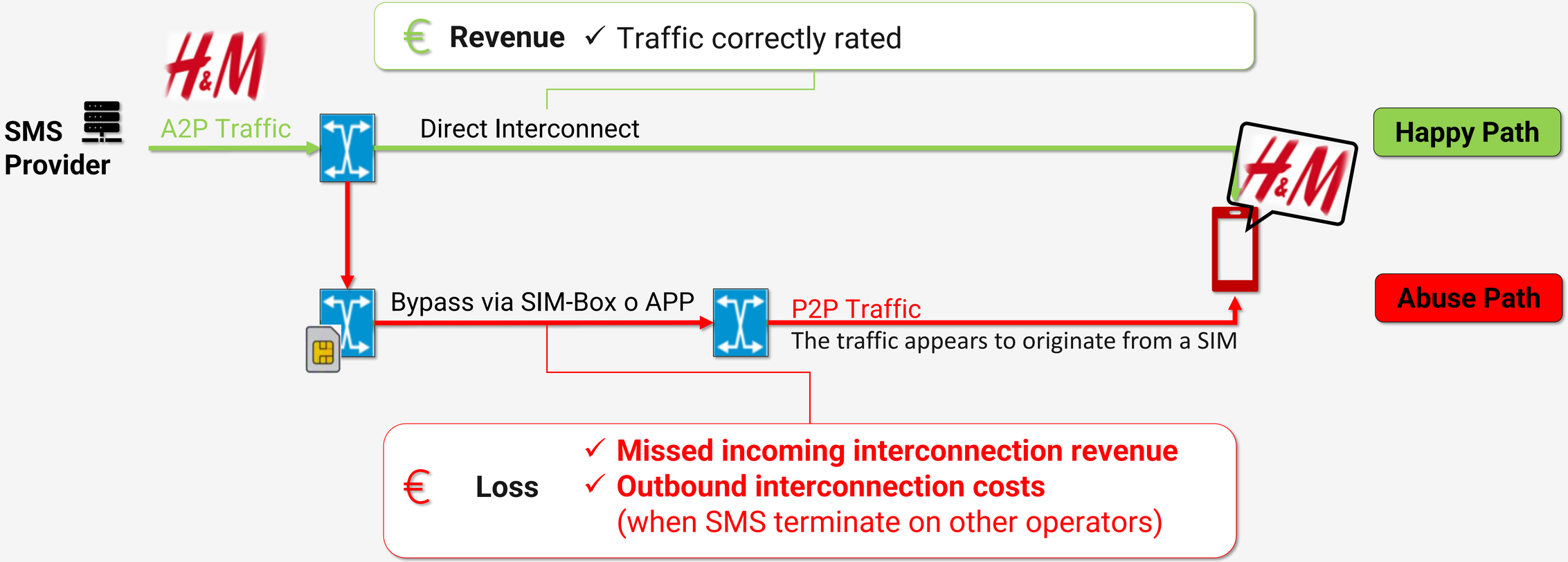
Definition & Use Case

Classification: Internal

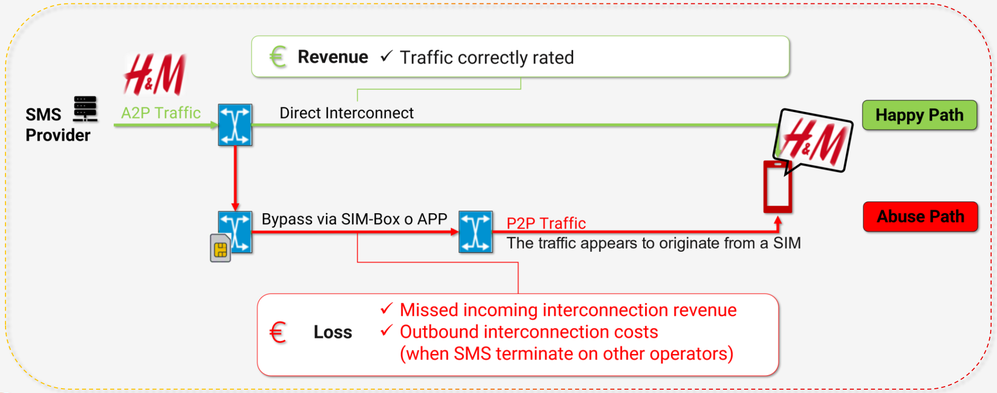
SMS Abuse: What makes an Abuse

Legitimate services are exploited at scale to create an unfair economic advantage.

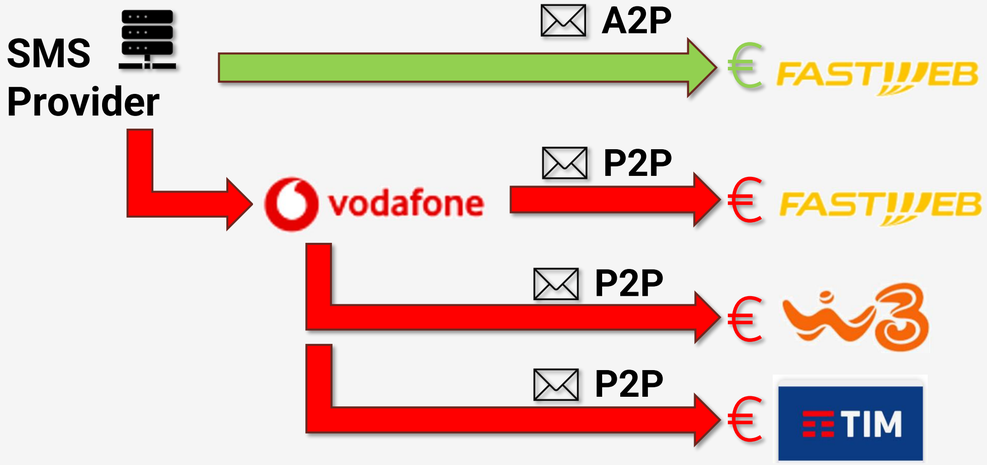
ABUSE — **Massive and repeated exploitation** of commercial offers or tariff plans **for profit**, including through contractual or technical vulnerabilities.



SMS Abuse: Intercepted scenario



Assumption:
The SMS provider uses SIM cards with an ***unlimited allowance***



The SMS provider sends SMS messages via a ***direct interconnection*** with **Fastweb**

Fastweb receives a ***volume of P2P SMS from Vodafone*** that is ***higher than the average*** for other operators with equivalent interconnect arrangements.
(Fastweb ***collect interconnection fees***)

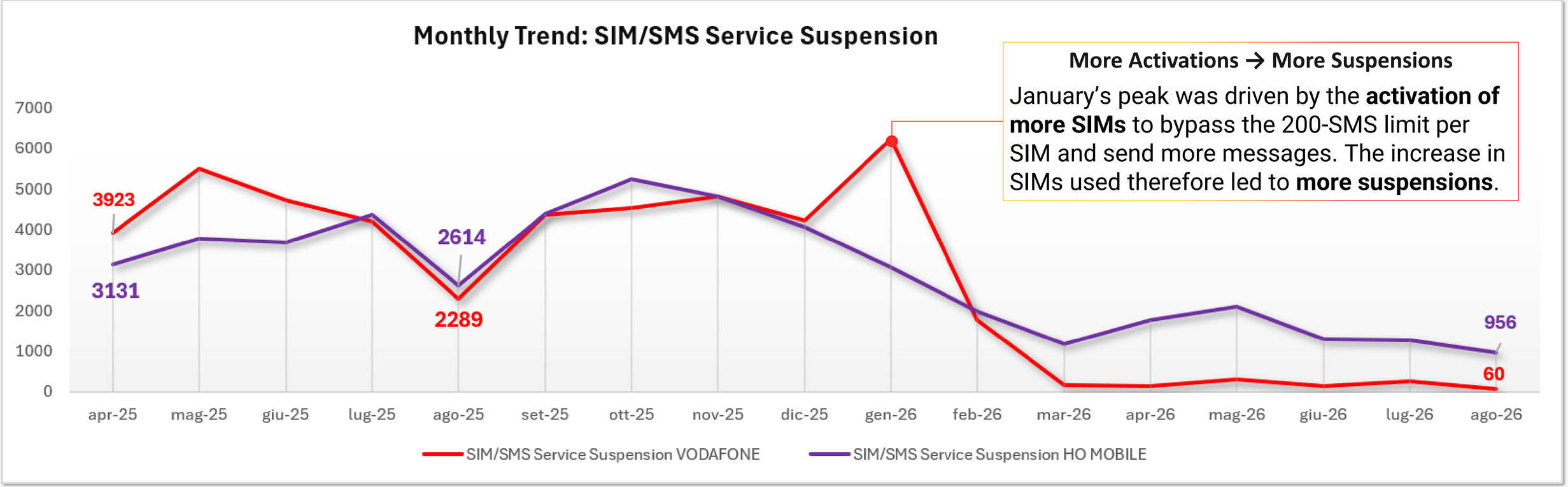
Vodafone:
- ❑ SIM with specific ***anagraphic profile***
- ❑ The SMS are generated by SIMs with an ***unlimited SMS plan***
- ❑ ***Spread-out*** > 90%
- ❑ SIM are activated in shops located in ***areas*** already affected by previous ***risk*** events.



Fraud against Vodafone: **transformation SMS from A2P to P2P**

Classification: Internal

SMS Abuse: Montly Trend



- ❑ **Both categories** show a **declining trend** from April 2025 to August 2026
- ❑ **VF demonstrates consistent month-over-month reduction** in SIM/SMS Service Suspension
- ❑ **Ho Mobile** cases follow a **similar downward** pattern with lower absolute volumes
- ❑ The data indicates **effective fraud mitigation measures** over the analysis period

UBH SIM Gateway

Fraud Detection & Prevention System

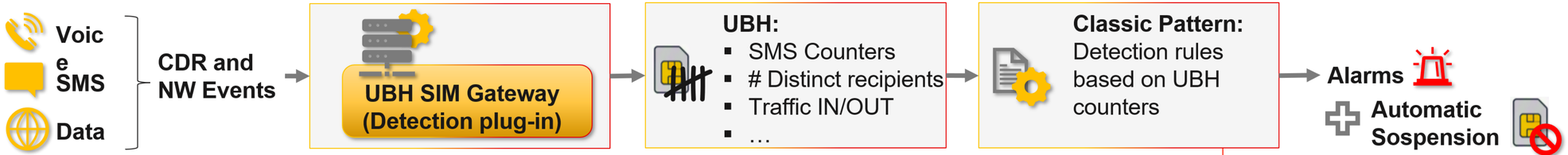
(HCL Tech - Standard Module)

Classification: Internal

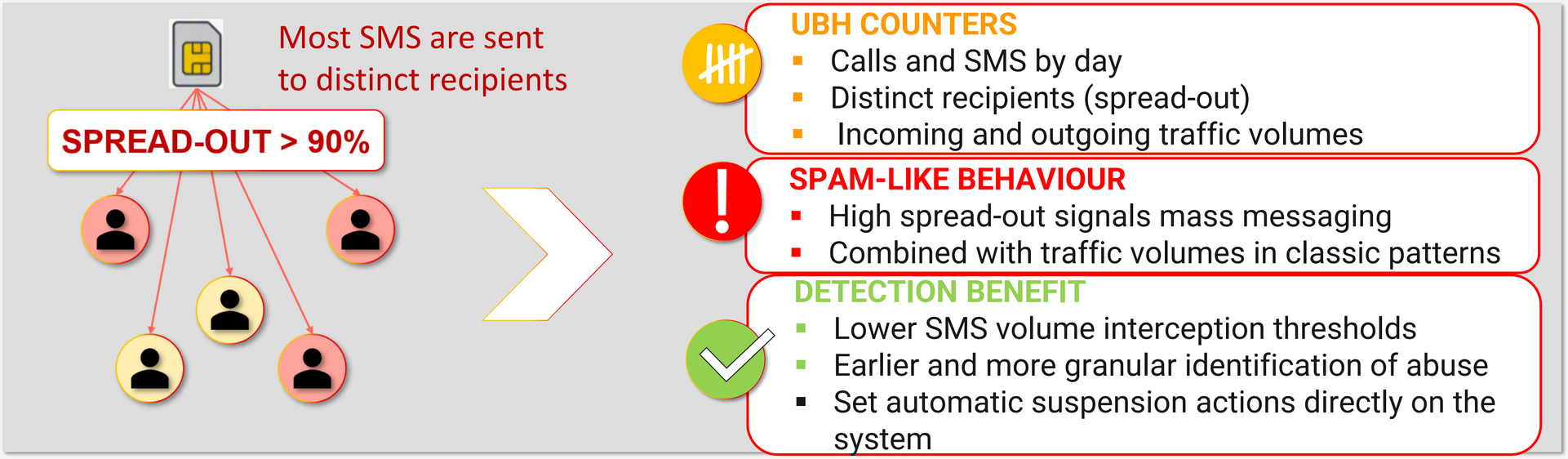
UBH SIM Gateway: Detection Tool

UBH SIM Gateway

A detection plug-in integrated into the FDS Knowledge Management system that analyzes events and CDRs (voice, SMS, and data), updates UBHs linked to customer profiles, and generates alerts using standard patterns based on configurable thresholds related to those UBHs.



Classic Pattern:



UBH COUNTERS
- Calls and SMS by day
- Distinct recipients (spread-out)
- Incoming and outgoing traffic volumes

SPAM-LIKE BEHAVIOUR
- High spread-out signals mass messaging
- Combined with traffic volumes in classic patterns

DETECTION BENEFIT
- Lower SMS volume interception thresholds
- Earlier and more granular identification of abuse
- Set automatic suspension actions directly on the system

Spread-out > 90% enables finer and more effective SMS Abuse detection, even at lower traffic volumes.

WAT

Workflow Automation Tool

(HCL Tech - Customized Module)

Classification: Internal

WAT: Proactive Management of High-Risk SIMs

Input: Similar SIM Profiles



- Common profile elements
- Similar usage patterns
- Higher risk of SMS abuse

1 WAT Workflow

WAT is a customized HCL module that performs the «Terminator» activity through a configurable workflow



- Applies predefined rules
- Executes automatic action
- Configurable through knowledge

2 Suspension Actions

Mass suspension is performed before SIMs generate traffic

Full SIM Suspension

SMS Service Suspension

- Actions are configurable from knowledge

3 Customer Notes & Contact Reasons

WAT interfaces with the Customer Management System to create notes and contract reasons for proper customer handling

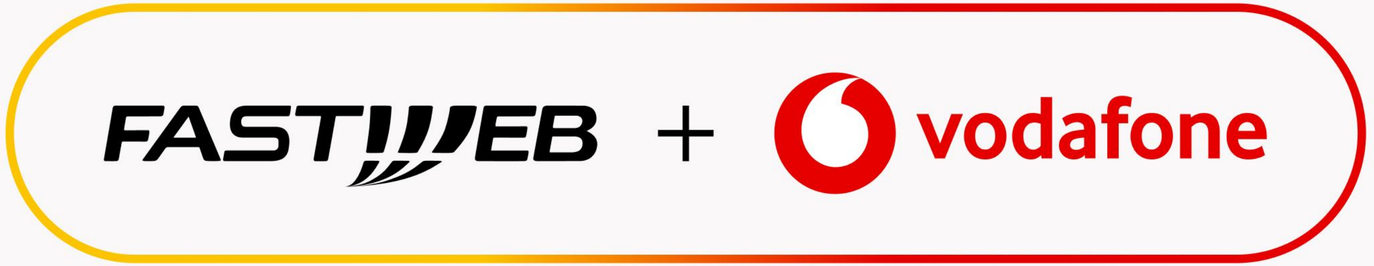


Customer Management

- Automatic note creation
- Contact reason registration



"Terminator Actions": WAT enables the ***proactive and automated suspension*** of ***high-risk SIMs***, counteracting the Abuse and ensuring customer management process



Questions & Answers