

Global Payment Platform Saves \$450K Per Month by Eliminating SMS Toll Fraud

A globally recognized online payment platform widely accepted by merchants worldwide — and a high-value target for fraudsters exploiting its SMS verification flows for financial gain.



The Challenges

SMS Toll Fraud (IRSF) at Scale: Fraudsters collaborated with telcos and used automated bots to create accounts with premium-rate phone numbers, collecting a per-message payout on every OTP triggered — turning the platform's own authentication flow into an attacker revenue stream.

Volumetric OTP Abuse at Registration and Login: Bots automated attacks across both touchpoints, driving up SMS carrier charges through fraudulent verifications at massive volume.

Fake Account Creation: Bogus account sign-ups served as the entry point for downstream fraud, requiring a solution that addressed both the account creation and authentication layers simultaneously.



The Arkose Titan Solution

Full OTP Flow Coverage: Arkose Titan was deployed at every touchpoint protected by OTPs across login and new account registration to detect and block fraudulent traffic before SMS messages were triggered.

Multi-Signal Detection: Device, network, behavioral, and location data combined with custom telldata tailored to the platform's specific attack patterns to classify suspicious sessions in real time.

Script Attack Prevention: Automated scripting — the mechanism fraudsters relied on to profit from IRSF — was stopped at the source, removing the economic viability of the attack.

Global Network Intelligence: Threat data from past attacks across the Arkose Global Network informed detection, adding a layer of collective intelligence to platform-specific signals.



Business Results

\$450K+ Per Month in SMS Fraud Savings: Fraudulent SMS charges dropped sharply following deployment, delivering immediate, measurable ROI.

Infrastructure Costs Reduced: Removing large volumes of malicious bot traffic lowered platform infrastructure overhead as a direct downstream benefit.

Operational Savings Across the Business: Support burden from compromised accounts decreased, fraud case management for payment teams declined, and new customer disruption rates dropped.

IRSF Successfully Eliminated: The platform defended against SMS toll fraud at scale while maintaining a seamless experience for legitimate users throughout.

**SCHEDULE CALL
WITH AN EXPERT**

Arkose Labs is the leading global provider offering a proactive fraud deterrence platform purpose-built to neutralize modern attacks, including those powered by Agentic AI and large language models (LLMs). Its comprehensive solution combines proprietary device identification (device ID), behavioral analysis, phishing protection, email intelligence, scraping prevention, API defense and bot management. Headquartered in San Mateo, California, the company maintains a global presence with offices throughout APAC, Central America, EMEA and South America. © 2026 Arkose Labs. All rights reserved.