

Forum: [Hack Forums](#)

Thread: [\[Tutorial\] on how to ISP Dox/Social Engineer](#)

Klox - February 3, 2015, 4:30 pm

Here is some things I have learned and I would like to share.

The key to social engineering is influencing a person to do something that allows the hacker to gain access to information or your network.

Account Look-up Tools, Support Lines, and Sites:

AT&T -

U-verse Support: 1-800-288-2020

Employee IDs - md905c

- Systems: G2, CCTP, SystemX, Clarify, Telegence, MyCSP, Phoenix, Torch, CSR Admin, CTI, Agent Verification System, CCC Tool, DLC, C-Care

Sky -

Sky Tech Sppport: 0-844-241-1653

- Systems: Cloud

Cox -

Cox Support: 877-891-2899

- Systems: Polaris (IP), iNav, edgehealth, Icon, IDM, ICOMS, SL2

Charter -

Charter Support: 713-554-3669

- Systems: Sigma, IRIS

Comcast -

Comcast Support: 1-800-934-6489

- Systems: ACSR, Comtrac, CSG, Einstein, Grand-slam, Vision

Time Warner -

Time Warner Support - 212-364-8300

- Systems: Real, Unify

Road Runner -

Road Runner Support: 1-866-744-1678

- Systems: Real, Unify

Verizon -

Verizon Support: 1-800-837-4966

- Systems: Coffee

Items that are capable for look up:

Name on file:

DOB on file:

SSN on file:

Phone on file:

Address on file:

ISP Account #:

Primary Account Email:

Credit Card on File:

Other Tools / Sites / Providers:

Shaw: TOGAF, Marshall White, CF60, Calgary Call Center

Rogers: Icm (can't do ips, but account number/phone number), Sgi (finding more info on account)

Bell: Maxplus, CSM 1 Bill, Singleview

Charter: Sigma, IRIS

Netflix: Obiwan

Verizon: Cofee, Legend, ASCRR (Business)

Yahoo: AMD, Star

T-Mobile: QuickView, Remedy, SAMSON, NCI, T-COMMUNITY, IHLR

CenturyLink: Qwest Repair Expert[QRX], Facility Check

Charter: Sigma, IRIS

Comcast: ACSR, Comtrac, CSG, Einstien, Grandslam, Vision

Sprint: iCare

Time Warner / Road Runner / Brighthouse: Real, Unify

Telus: Smart Desktop, Cosmo, Parter, Desktop One, Synapsis (IP LOOKUPS), Office Communicator

Optimum Online: TDA

Paypal: Compass, Admin

Amazon: CRC, IVR

Windstream: DataCannon

AT&T

Phone Number: 1 (800) 288-2020

Systems: CCTP, G2, CARE, Telegence, Clarify, Phoenix, OMS, CRM, Enabler, OPUS, POSII, Compass, Ordertrack, myCSP, NBI, Ensemble, Xacct, PTT

Yahoo

Live Chat:

Systems: AMD, Star

Cox

Phone Number: 1 (800) 229-6542

Systems: SL2, iComs, iNav, Edgehealth, Remedy, Quikway, Tivia

Charter

Phone Number: 1 (888) 438-2427

Systems: Sigma, IRIS

Comcast

Phone Number: 1 (800) COMCAST

Systems: ACSR, Comtrac, CSG, Einstien, Grandslam, Vision (NOTE: Only Grandslam can do IP address lookups.)

Employee Name: Gilbert

Employee ID: 100-499-892

Employee Region: Boston

Employee SV: Anthony

Netflix

Phone Number: 1 (866) 579-7172

Systems: Obiwan

Sprint

Phone Number: 1 (866) 866-7509

Systems: CICS, DB2, MQ, ADABASE, REXX, VSAM

Time Warner / Road Runner

Phone Number: 1 (855) 800-1925

Systems: Real, Unified, AAD, ACSR, ATG Tools, iComs, DOCSIS. (DOCSIS, Unified, and Real do IP lookups)

Name: Darryl Estes

EID: E12145

Location: TW-Raleigh in Raleigh, NC

Verizon

Phone Number: 1 (800) 837-4966

Systems: Cofee, Legend, DTI Express, iView, iGO, CPE Manager, Marval, Telegence
LCT Home Office:

Name: Brett

Location: Redmond, WA

OSID: GFA*667

Name: Andrew

Location: New York, New York
OSID: Z479046

Shaw:
Systems: TOGAF

Rogers:
Systems: ICM and STI

Bell:
Systems: Maxplus, CSM 1 Bill, Singleview (Singleview does IPs)
Name: Vipin
Employee ID: 604084
Name: Shamari
Employee ID: EY17429

T-Mobile:
Systems: QuickView, Remedy, SAMSON, NCI, T-COMMUNITY, IHLR

Opt Online:
Systems: TDA

PenTeleData:
Usernames: admin
System: Smart System
Name: Joann
CFR: CSR2 (Employee ID)
Position: Supervisor 2 PenTeleData, Corporate Office

Paypal:
Systems: Compass & Admin

Fido / Micro-Cell
Systems: ICM - Looks up the account information, Citrix - log into the account

CenturyLink:
Systems: Ensemble

Frontier:
Systems: JWalk and iNet

Blue Ridge:
Systems: iComs

Cogent:
Systems: SSRS and Remedy Ticketing System

Charter

Hello My Name is Andrew and I'm from the Charter Customer Support in Greenville South Carolina and i cant access the clients information our systems are not working could you please provide some details on the client for me?

Comcast

Hello my name is Andrew and I'm from the Comcast Customer Support in (VICTIMS AREA) and i cant access the clients information my grand slam cannot connect and im recieving errors. Will you please look up the information on the client for me?

Verizon

Hello my name is Thomas and I'm from the Verizon Customer Support in Danville and i cant access the clients information my Legend/Iview (use any) cannot connect and i'm recieving errors. Will you please look up the information on the client for me?

AT&T

Hello my name is Thomas and I'm from the AT&T Customer Support in Danville and i cant access the clients information my G2 (use any) cannot connect and im recieving errors. Will you please look up the information on the client for me?

General method:

You'll be most successful in getting agents to pull up info by calling the internet technical support for the company, telling an agent you're an internet technical representative, and telling them your systems are down at your call center. Then give them whatever information you have, and get them to pull it up in one of their tools.

AT&T Info:

Tools:

SystemX - Shows IP, what account it is, lookup by address, runs credit checks, see driver license.

Clarify - Looks up account and logs into the account. Can do full social, ip, phone number, and name.

Telegence - Shows account information including last four of the ssn.

MyCSP - Opens up Torch, SystemX, etc.

Phoenix - Change phone numbers, rate plans, etc.

Torch - Text messenger.

CSR Admin - Logs into MyATT account.

CTI - Transfer calls.

Agent Verification System - Verifies employee ID.

CCC Tool - Removes subscriptions.

DLC - See how long the phone has been in service.

C-Care - Checks for upgrades.

Employee ID:

First 2 Initials, first 3 of the Social, letter at the end.

Example:

Name: Larry Stevenson

SSN: 306-89-7661

UID: LS306Z

Employee Logins:

Computer:

Username = UID.

Password is set by the agent. Changes every month.

Tool Portals:

Username = UID.

Password is either randomized or set by the agent. Changes every three weeks.

Computer Info:

OS is Windows 7 with an Windows classic theme.

Virus protection is McAfee.

Some connect wired and some are wireless.

WiFi names are "AT&T" followed by a number.

Verizon:

Tools:

CoFee - Main tool agents use. Looks up accounts by phone number, name, etc.

CPE Manager - Looks up accounts by the IP address.

Legend - Another tool agents use to pull info off an account.

Comcast:

Tools:

Grandslam - Looks up by IP, SSN, phone, and more.

ASCR - Looks up account.

Einstein - Looks up account.

Every Comcast tool is within Grandslam as Grandslam is Comcast's "master tool".

Time Warner / Roadrunner / Brighthouse:

Call 1800-TWCABLE. Enter in a phone number and zip in the area of the IP address. Once an agent picks up tell them a fake name, you work for TWC internet tech support, and you were having trouble looking up a customers account with AAD. Then ask them if they can transfer you to tier 3. They will transfer you then. Once you get transferred to tier 3 say your name and your work for TWC internet tech support. Tell them you were having trouble pulling up an account by IP address. Say that Unified was giving you an error not found. Tell them you don't have DOCSIS and ask them if they can look up the account in that. They should do it, so give them the IP. Once they pull up the account ask for these things in the order listed:

- Name
- Phone
- Address
- MAC Address
- User ID
- Email
- Account Number

After this point if you ask for anything else they may get suspicious. They may give it to you, or you might have to call back. Try asking for this information on the account.

- Security measure: Last 4 of the ssn and/or the 4 digit pin code
- customer code
- full driver license

After you get that call back TWC and ask to reset your password. Say you forgot the SQA. They

will ask for the security measure and customer code then they'll reset it.

You'll want access into the primary email and the MyServices feature.

Make sure you get both reset, but sometimes you'll have to create the MyServices account.

Also if you want the SSID and network password go to the WiFi live chat once logged into the target's account. The agents will ask for some information in order to verify you then they'll ask for the modem MAC address. Give them the MAC address the employee read out to you earlier when you asked them for the MAC address on file. They should then provide you with the SSID name and password.

Tools:

AAD - Used to pull up the account once they have the information on the customer.

Unified - Pulls up by MAC, IP, etc.

ATG Tools / DOCSIS - Basically TWC's "master tool". Can do just about anything.

If you're ever asked for an employee ID just use this. It's legitimate.

Employee Info:

Name: Darryl Estes

EID: E12145

Location: TW-Raleigh in Raleigh, NC

Regions:

Austin RDC

TW-Austin

TW-Beaumont

TW-ColumbusTX

TW-CorpusChristi

TW-DelRio

TW-Dilley

TW-EaglePass

TW-EIPaso

TW-Gonzalez

TW-KansasCity

TW-Kerrville

TW-Laredo

TW-Lincoln

TW-NorthTexas

TW-RioGrandeValley

TW-SanAntonio

TW-Texas Regional

TW-Uvalde

TW-Waco

TW-WitchitaFalls

Bright House Network RDC

TW-Bakersfield (Bright House)

TW-Birmingham

TW-Cantonment

TW-CentralFL

- TW-Defuniak
- TW-Detroit (Bright House)
- TW-Elmore
- TW-Eufaula
- TW-Greenville
- TW-Indianapolis (Bright House)
- TW-TampaBay

Charlotte NDC RDC

- NDC-Charlotte

Columbus RDC

- IN-Columbus
- TW-KYN
- TW-Louisville
- TW-MOH
- TW-Milwaukee
- TW-NEO
- TW-NEW
- TW-Regional Midwest
- TW-SWOH
- TW-WesternOhio

Coudersport RDC

- TW-Coudersport

Herndon RDC

- TW-Herndon

NYC RDC

- TW-Bergen
- TW-Liberty
- TW-NYCity
- TW-StatenIsland

Orange RDC

- TW-DesertCities
- TW-Hawaii
- TW-LosAngeles
- TW-Mountain
- TW-MountainWest
- TW-Northwest
- TW-SanDiego
- TW-Southwest

Peakview RDC

NDC-Peakview
TW-Allegeny
TW-Broomfield
TW-CentralKYOH
TW-Clarksburg
TW-Dothan
TW-MOOKKS
TW-Peakview Regional
TW-Southeast
TW-TerreHaute
TW-VoIP
TW-WesternKY

Raleigh RDC

TW-Charlotte
TW-Columbia
TW-Fayetteville
TW-Greensboro
TW-Raleigh
TW-Regional-Carolinas
TW-Wilmington

Syracuse RDC

TW-Albany
TW-Athol
TW-Berlin
TW-Binghamton
TW-Buffalo
TW-CentralNY
TW-Keene
TW-Lancaster (National division)
TW-Portland
TW-Rochester
TW-Syracuse Regional

TSG RDC

TW-TSG

Cox:

Tools:

Edgehealth - Looks up by IP and MAC.

ICOMS - Looks up account.

SL2 - Looks up account.

Optimum Online:

Tools:

TDA - Billing tool.

T-Mobile:

Tools:

Quickview - Looks up account.

Watson - Looks up account.

CenturyLink:

Tools:

Ensemble - Looks up account.

JWalk - Looks up account.

INET - Logs into account.

I would like to thank Achilles for providing some of this information.

Oak? - February 3, 2015, 4:37 pm

I am pretty sure this was not completely written by you as I have seen a lot of this information elsewhere.

Emorrow - February 3, 2015, 4:37 pm

Jesus christ this is kind of scary, only one I can vouch for is cox info is correct. I use to work account services for them. Inav is just a fancy gui for Icoms (you can add that to the tools list for cox), so if you call and say inav isn't working they might ask why you never tried icoms. So if you use that method, I'd just say icoms is giving you problems.

I can 100% say that if you called and did this, the majority of the agents will give out the info. They cant see SSN tho.

ALSO when you call cox, the softphone will show the number that you called in with. Internal calls work differently then a cx calling in so anyone with a brain would also see that the number is strange.

Klox - February 3, 2015, 4:43 pm

(Feb 3, 2015 05:37 PM)Emorrow Wrote: [\[CITE\]](#) ALSO when you call cox, the softphone will show the number that you called in with. Internal calls work differently then a cx calling in so anyone with a brain would also see that the number is strange.

Wow. I did not know that, Thanks for letting me know.

?

Emorrow - February 3, 2015, 4:51 pm

Its also not strange for the number to be all 0's or just a few random numbers. so call from skype if you can.

Retaliate666 - February 5, 2015, 7:47 pm

I tried ISP doxing someone that had Comcast but they told me they no longer used grandslam or IP lookups :/

Redemption - February 5, 2015, 8:05 pm

Why did you copy this thread from a different forum? I guess nice share though but still not cool stealing someone else work

Danger Dolan - February 5, 2015, 8:06 pm

This is a out dated copy and pasted tutorial, this thread needs to be deleted -,-

robby_j - February 5, 2015, 8:22 pm

must say. well done. scary actually. despite the copy pasta the phone numbers and systems are useful.

Ehrmantraut - February 6, 2015, 2:14 pm

Glad to see my ISP isn't listed here!

Emorrow - February 9, 2015, 1:42 am

Cox info is not out dated for the record. Not sure about the others! Also if you call cox and try and dox someone and they ask for a employee id or anything like, the logins for icoms are like this "stckiyar". First 3 letters are location (for example I used the st catharines location of sitel), next 2 are the first 2 letters in the first name and the last 3 are the last 3 in the last name. If that makes sense.

They have ZERO ways of looking it up, so make it up.

Lexica - February 9, 2015, 2:18 am

Did you know with Comcast they don't actually use Grandslam anymore, mainly Einstein and CSG.

'Cynical - February 18, 2015, 8:28 pm

(Feb 9, 2015 03:18 AM)?Lost? Wrote: [\[CITE\]](#) Did you know with Comcast they don't actually use Grandslam anymore, mainly Einstein and CSG.

Not to mention that the TWC information is extremely out-of-date and the employee information is also out-of-date..

Thanks for copying and pasting a tutorial, but really, you've helped no one.

KoolTubeHD - February 21, 2015, 10:23 pm

great info man! Thanks for the share but it would be great for a detailed tut!

TheOwlman - March 29, 2015, 2:58 pm

I called and they said Grandslam is not in use anymore only Einstein and ASCR.

?Criminal - March 29, 2015, 9:19 pm

(Mar 29, 2015 02:58 PM)TheOwlman Wrote: [\[CITE\]](#) I called and they said Grandslam is not in use anymore only Einstein and ASCR.

Team leaders can open it up still if your ballsy and creative enough to social engineer one their more strict then level 1's + comcast is still easy their one of those isps that still outsource to those third party companys that handle calls in like india/philippines.

andrewcoder - May 28, 2015, 3:20 pm

i doxed a kid that booted me today with this and pizza bombed him got his account number phone numbers and moms name

sinmar - May 28, 2015, 3:33 pm

(Mar 29, 2015 09:19 PM)maybeBlue Wrote: [\[CITE\]](#) Team leaders can open it up still if your ballsy and creative enough to social engineer one their more strict then level 1's + comcast is still easy their one of those isps that still outsource to those third party companys that handle calls in like india/philippines.

yo remember we found how to get level 1s to open old tools lol, they can but I doubt these kids will figure out how

adrianramirez - June 17, 2015, 12:24 pm

Thanks, keeping this for later, good job on the tut OP ?

djshamz - *June 17, 2015, 12:25 pm*

Living in Australia must be great, their ISPs aren't stupid as fuck

KnockSteadys - *June 18, 2015, 6:12 pm*

thanks for sharing this can be very useful later on

allstarsailior - *December 24, 2018, 9:12 pm*

Hey, I tried doxxing via Comcast and they told me Grandslam was a old tool? Can someone tell me if they were lying or if there is some new info.