Forum:Hack Forums

Thread: Ratted a "Microsoft" Technical Support Department

Glyco - *December 15, 2016, 11:21 am*

Often I have always wondered what the work environment was like inside a Microsoft Techsupport scam location we today I kinda of pretty much figured out.

Recently I got in contact with a techsupport call center I picked off from the numbers have reported to be scams.

I won't really go through on how I manage to infect him, but damn It took a lot of work. I posed a white american female and things pretty much went a toll from there. Emails where exchanged and so were pictures from their I found my vulnerability.

https://gyazo.com/0b70e821a981f7e8cedde42806774a1c

Anyways this is how the call center looks like when they're answering calls.
https://gyazo.com/a5e486b52820cb79598ebce10bfa88a8

They use a telecome system to answer calls called EyeBeam which is widly available online for free.

But what really caught my eye was how he pulled off the scam, how he would target people over the phone would call him he would then look up their numbers through this website

https://thatsthem.com/

Often times it would give them owner of the telelphones
-name
-address
-income

(pretty weird)

I was listening over on his mic one of the clients he was talking over the phone with. He tried to convince him his computer was infected and what not and how his serial was expired(when it wasn't) Infact the he never had a serial for Windows 8

https://gyazo.com/fde8b213c57787e45684bf7e1086e7e7
http://vocaroo.com/i/s0p0vavHK3KM

He then finalized it with alot of promises to guarantee that the computer will be in working condition and from harms way after the "technician fixes it"

http://vocaroo.com/i/s0P4dJvZgZAw

Last but not least after they thought pretty much sealed the deal they started to have a laugh. I didn't get the chance to record that part, but they were speaking Hindi if anyone can make something of it or even translate it that would be a blessing

http://vocaroo.com/i/s1vQHilUDPtF

Where do these guys located?
-well according to the IP search it came out to as

country India
city Jodhpur
state Rajasthan

I did a little bit more search through his machine and found out his building location or in essence where the scam operation is done.

How much does he make? About 235$ a month or so well according to this
https://gyazo.com/a82bbd5c9aa0d9aa60cfb7e37967b968 (probably even less)

How many people are in the call center?
-Well according to the database their is roughly around 50
https://gyazo.com/53e531668d33b74cd6d92708a7a4be31

I even have access to control their calls and monitor them
https://gyazo.com/dd0ba6d1d6e4bba4afc0507694edc881

Edit I decided to call him using PrankDialer it was really fun worth the listen

https://prankdial.com/reactions/M17JaNPzm9?auto_play=1

SIM-1534439 - *December 15, 2016, 11:23 am*
Well, i thought it was actually microsoft and it turns out it is!

Katarina Du Couteau - *December 15, 2016, 11:26 am*
LOL, the Indian Accent HAHAHAHAHAHAH

Happy™ - *December 15, 2016, 11:28 am*
Lol nice work. That was a fun read.

Renestey - *December 15, 2016, 11:29 am*
Well this was a very interesting read, motivates me to try doing the same... They are so damn low payed though, considering the prices they sell the "services" for

@Jupiter - *December 15, 2016, 11:31 am*
Gwen Stacy , with a male Indian accent lol

Poor spidermam

retramsnahtehtffats - *December 15, 2016, 11:35 am*
i'm here b4 it goes viral
hi omni

LastSession - *December 15, 2016, 11:38 am*
Well done mate, well done.

sassy the sasquatch - *December 15, 2016, 11:40 am*
Nice dude people like that deserve to get ratted. Would be fun to watch you fuck with him maybe record a video or something lol

Shoto - *December 15, 2016, 11:40 am*
LOL, awesome good job man!

Glyco - *December 15, 2016, 11:49 am*
(Dec 15, 2016 12:40 PM)Lucifer † Wrote: *[CITE]* Nice dude people like that deserve to get ratted. Would be fun to watch you fuck with him maybe record a video or something lolYeah I will probaly do that right now he is either asleep or away from his computer I will see if I can host up a tinychat room with him included

Papa Cuda - *December 15, 2016, 11:50 am*
That was pretty interesting to read, thanks for the share. Inb4 swatted though.

Inked ?Feather - *December 15, 2016, 11:55 am*
That's amazing! I've already wondered these things, and it's pretty satisfying to find out at last.

Let me know if you can fuck Vishal up. I'm gunning for that office boy job

jobi - *December 15, 2016, 12:03 pm*
Theyre like the Wolfs of India street right now.
I said it ? ?

Mazzy Star - *December 15, 2016, 12:08 pm*
This is neat, good job man. Very entertaining

Glyco - *December 15, 2016, 12:11 pm*
I used Prank Dialer to call him again this is funny worth a listen
https://prankdial.com/reactions/M17JaNPzm9?auto_play=1

Dastoks - *December 15, 2016, 12:13 pm*
Haha nice work man! join the nsa, they need guys like you
nah im kidding but seriously good job! this scum deserves to be doxed and exposed!

VirtualFrost - *December 15, 2016, 12:27 pm*
Wouldn't you also be able to connect to all other local computers in the building as well? I don't know jack shit about rats, just a thought lol

SIM-1980240 - *December 15, 2016, 12:50 pm*
Never heard of such a successful RAT story before. Thanks for sharing it with us OP, I found it quite interesting.

Saney - *December 15, 2016, 1:07 pm*
I once managed to infect some somalian guy that had been reported by some people on steam (I know right?.-..) When I opened to check their facecam I got a huge fucking suprise. It was an old fucking somalian guy (so black I had troubles seing his nose), he had his computer placed like you could watch the busy street behind him and all that shit. I just ended up saving his whole fucking computer into a binary of his files and shut down his computer because of the fact that he was grooming. Anyways..... Some people man

Glyco - *December 15, 2016, 2:04 pm*
(Dec 15, 2016 02:07 PM)Saney Wrote: *[CITE]* I once managed to infect some somalian guy that had been reported by some people on steam (I know right?.-..) When I opened to check their facecam I got a huge fucking suprise. It was an old fucking somalian guy (so black I had troubles seing his nose), he had his computer placed like you could watch the busy street behind him and all that shit. I just ended up saving his whole fucking computer into a binary of his files and shut down his computer because of the fact that he was grooming. Anyways..... Some people manThats pretty creepy that somalian guy was probaly a Nigerian Scammer? Did it tell you hit country of orgin?

Korvo - *December 15, 2016, 2:20 pm*
Lmao man this is great, awesome job. I got a real laugh at the roster of the one guy who is the "Office Boy". I wonder what that job title entails..

Killer Kamal - *December 15, 2016, 2:25 pm*
DAMMM you made my day....?????

Darvis2112 - *December 15, 2016, 2:36 pm*
(Dec 15, 2016 12:29 PM)Renestey Wrote: *[CITE]* Well this was a very interesting read, motivates me to try doing the same... They are so damn low payed though, considering the prices they sell the "services" for
Well, they are Indians...

Corporate americans base businesses like this overseas in order to minimize Payroll and maximize profit.

Glyco - *December 15, 2016, 7:57 pm*

(Dec 15, 2016 03:20 PM)Dr. Who Wrote: [CITE] Lmao man this is great, awesome job. I got a real laugh at the roster of the one guy who is the "Office Boy". I wonder what that job title entails..Thank you I have pmed you regarding your previous pm

Eagerkid - *December 15, 2016, 8:16 pm*
Lol this was pretty funny, thanks for sharing OP

LastSession - *December 16, 2016, 12:50 am*
(Dec 15, 2016 01:27 PM)VirtualFrost Wrote: [CITE] Wouldn't you also be able to connect to all other local computers in the building as well? I don't know jack shit about rats, just a thought lol
No you can't.

thrudda - *December 16, 2016, 12:54 am*
Nice share, really interesting to know how those scammer works.

Bennynguyen100 - *December 16, 2016, 12:59 am*
wow. Holy crap.

Thats amazing to know what kind of stuff goes in the background..

R?????obert - *December 16, 2016, 1:00 am*
Lol I remember doing this too but apparently they reformatted their PC's once in a while because I lost my client ?

Mascherano - *December 16, 2016, 1:32 am*
To break this down a bit.
The center is operating in a sub-desert region in India

The translation for the vocaroo file(as much as I could make it)

As much as I could make out btw, these are college going students(probably in high school or some stuff as such working in this call center as a part time job(?)

--No, its a single. Near Universal, someone came to sold books to our College. You'll get it at a discounted rate(all of them) at 4,000 INR. There's 4 volumes of this book(college studies shit). That's a different book(college studies again). This is not how they say. 599? Plan is for 499(bhosadike - Indian slang) 299. How many times do I tell you its 499! You talk and convince better than he does--

(Dec 15, 2016 03:20 PM)Dr. Who Wrote: [CITE] Lmao man this is great, awesome job. I got a real laugh at the roster of the one guy who is the "Office Boy". I wonder what that job title entails..
To answer your question

"Office Boy" here is practically a servant job.
Getting tea, getting the files, mopping the floor up, transmitting information from employee to employee etc. etc.
Just misc. odd jobs.

Btw if OP could help me out a bit more and get me more information I can mess around with them since I'm Indian xD

(probably even prank call since I speak their language)

Avoyel - *December 16, 2016, 1:41 am*
I tried to do this with a friend a while ago but it didn't work. This is hilarious though, good job lol

#Skyline - *December 16, 2016, 1:41 am*
I really it love it when I see users do this.

Fuck scammers, rip them apart OP.

Glyco - *December 16, 2016, 7:49 pm*
(Dec 16, 2016 02:32 AM)Mascherano Wrote: *[CITE]* To break this down a bit.
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Btw if OP could help me out a bit more and get me more information I can mess around with them since I'm Indian xD

(probably even prank call since I speak their language)Hey bro if I could give you the address could you turn them in? I have the address with me they're hiding behind a fake company name

ZYZZ BRAHHH - *December 16, 2016, 8:52 pm*
damn you a real ass niggaaa

Bluffer - *December 16, 2016, 8:54 pm*
Hard to believe people are stupid enough to brag about ratting somebody illegally on a forum that has many different kinds of law enforcement.

mvmt - *December 16, 2016, 8:55 pm*
(Dec 16, 2016 09:54 PM)?luffer Wrote: *[CITE]* Hard to believe people are stupid enough to brag about ratting somebody illegally on a forum that has many different kinds of law enforcement.
I would assume someone publicly "bragging" about an act like this would be smart enough to cover their tracks.

BR?ND?N - *December 16, 2016, 8:57 pm*
Great read man, good work too ;)

JoshuTee - *December 16, 2016, 9:02 pm*
OP, you should run the MEMZ trojan on his machine. You'll lose his connection, but he'll lose his PC

Bluffer - *December 16, 2016, 9:49 pm*
(Dec 16, 2016 09:55 PM)Fade? Wrote: *[CITE]* I would assume someone publicly "bragging" about an act like this would be smart enough to cover their tracks.Really doubtful, OP sounds childish.

Mascherano - *December 16, 2016, 11:51 pm*
(Dec 16, 2016 10:02 PM)JoshuTee Wrote: *[CITE]* OP, you should run the MEMZ trojan on his machine. You'll lose his connection, but he'll lose his PC
They have duplicate Windows CDs sitting right beside their desk, and all their data is usually on a gmail(where they can download program, shits as such)
wont effect them for shit

JoshuTee - *December 16, 2016, 11:59 pm*
(Dec 17, 2016 12:51 AM)Mascherano Wrote: *[CITE]* They have duplicate Windows CDs sitting right beside their desk, and all their data is usually on a gmail(where they can download program, shits as such)
wont effect them for shit
Still, It'd be funny af

RSLH GD - *December 16, 2016, 11:59 pm*
REally dark comet? That tech support dude must be autistic. OP do me favor get some employee id's and pm i got some use for them :)

Glyco - *December 17, 2016, 11:08 am*
(Dec 17, 2016 12:59 AM)RSLH GD Wrote: *[CITE]* REally dark comet? That tech support dude must be autistic. OP do me favor get some employee id's and pm i got some use for them :)Sure pm me.
One of the tactics they use to get customers to buy their products is by getting a hold of their machines using AMY then they overide the customers accounts and change the password on the account.

BSN_ - *December 17, 2016, 11:22 am*
Great quality post! Amazing job, dude.

Crystallize. - *December 17, 2016, 11:32 am*
I once got access to Mark Zuckerberg facebook profile like 3 years ago not a big deal these plebs deserves to be hacked if they use weak passwords and falls on RATS.

dropthebeat23 - *December 17, 2016, 11:39 am*
This was a very interesting read. NICE JOB MAN!

Glyco - *December 19, 2016, 12:11 pm*
Was just listening over his mic he trying to sell a old lady some bs software. She pretty much realized right then and there it was a bs scheme. He got kinda of pissed

https://gyazo.com/e86d1e1e44bd375b29e7ea867e962f97
http://vocaroo.com/i/s01O8zXtMpqJ

He then tried to lock her out of her system but failed pretty bad.
https://gyazo.com/4567c9005cabd9167b4724fc0b00532c

He is still trying...

Bossk - *December 19, 2016, 12:14 pm*
Nice work lol, can't believe you managed to do this.

JoshuTee - *December 19, 2016, 12:15 pm*
(Dec 19, 2016 01:11 PM)Glyco Wrote: *[CITE]* Was just listening over his mic he trying to sell a old lady some bs software. She pretty much realized right then and there it was a bs scheme. He got kinda of pissed

https://gyazo.com/e86d1e1e44bd375b29e7ea867e962f97
http://vocaroo.com/i/s01O8zXtMpqJ

He then tried to lock her out of her system but failed pretty bad.
https://gyazo.com/4567c9005cabd9167b4724fc0b00532c

He is still trying...
Holy fucking shit. What a fucking asshole, seriousy.

"Now we are going to rrremove hackers and rrrebair gorrrupted files"

#FFFFFF ? - *December 19, 2016, 12:16 pm*
That isn't your call at the end.....thats a 8 year old phone prank that I remember way back from the days of funnyjunk.com and those kind of places....

Glyco - *December 19, 2016, 12:18 pm*
(Dec 19, 2016 01:15 PM)JoshuTee Wrote: *[CITE]* Holy fucking shit. What a fucking asshole, seriousy.

"Now we are going to rrremove hackers and rrrebair gorrrupted files"I disconnected the connection on Supremo between them, so he not longer has access to her machine. I am pretty happy she pretty much knew what was going on. 2 days ago they made a lady buy them 700$ in iTunes giftcards for the services. I am not sure if she ever did buy them though.

Mr.MK - *December 19, 2016, 12:20 pm*
Quote:I was listening over on his mic one of the clients he was talking over the phone with. He tried to convince him his computer was infected and what not and how his serial was expired(when it wasn't) Infact the he never had a serial for Windows 8

Looks more like some scam call center that scams people.

I dont even believe that Microsoft would use a free software like this.

Kaspah - *December 19, 2016, 12:22 pm*
Well played I guess. It would be nice if you could intercept their calls, though.

Glyco - *December 19, 2016, 12:24 pm*
(Dec 19, 2016 01:16 PM)#FFFFFF ? Wrote: *[CITE]* That isn't your call at the end.....thats a 8 year

old phone prank that I remember way back from the days of funnyjunk.com and those kind of places....No I am recording the call on Sound Recorder just like I recorded this call.

The same man in the first thread is the same man you will be listening to in here
http://vocaroo.com/i/s0WDjLtlVUsq

LastSession V - *December 19, 2016, 12:57 pm*
This is fucking sick, nice job OP!!

Yandere - *December 19, 2016, 12:58 pm*
Lmao nice job man. They deserve to be ratted. ?

L A S S 3 - *December 19, 2016, 1:07 pm*
those indian guys are amazing!! haha Win thread!!