

Managed voice success stories

How Natcom optimised its int'l voice performance & revenue through its partnership with IDT Global

Leading mobile operator

Company Type

Market leading Caribbean mobile operator

Location

Haiti

Services

Mobile, Internet and value-added solutions

SETTING THE SCENE

CHALLENGES

Natcom, part of the Viettel Group, is one of the fastest-growing operators in the Caribbean and a challenger that has reshaped Haiti's mobile market. With strong momentum and a rapidly expanding customer base, Natcom continually seeks opportunities to strengthen its international voice performance and deliver even greater value to its subscribers.

Looking to reinforce stability, improve efficiency, and proactively address emerging fraud trends, Natcom partnered with IDT Global to elevate its int'l voice ecosystem. Despite its best efforts, Natcom was still facing a 30% y-o-y decline in int'l inbound traffic to Haiti.

As int'l traffic patterns evolved, IDT identified areas where enhanced routing consistency, faster fraud response, and additional global support could further optimise its results. Industry-wide challenges such as SIM-box activity, shifting partner behaviour, and the natural volatility of int'l voice presented an opportunity to deepen collaboration with IDT Global.

CONTROL, STABILITY AND QUALITY

SOLUTIONS



Traffic consolidation

IDT Global became Natcom's main hub for all int'l traffic, redirecting global routing onto a single, consistent, high-quality path.



Financial stability

A prepayment model secured predictable inbound revenue and strengthened Natcom's cash flow.



Fast fraud elimination

Blocking moved from weekly to every 12 hours, cutting reaction time by 75% and eliminating outbound fraud losses.



Quality and corridor optimisation

Daily analytics and direct corridor management improved performance across key routes such as the US, Dominican Republic, Chile, and Mexico.



Retail momentum via Boss Revolution

IDT's retail base boosted legitimate traffic, doubling bundle usage. Eliminating bypass also improved line quality for all end users.



Rapid, resilient implementation

The full migration was completed in under two months with dual-path redundancy and zero downtime.

TURNING DECLINE INTO GROWTH

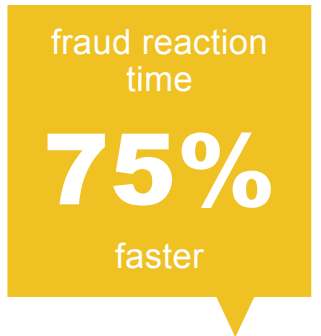
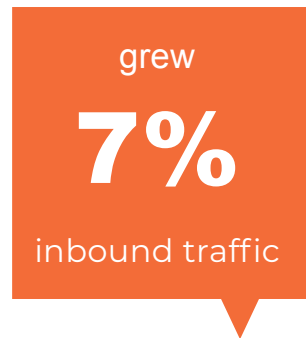
RESULTS

The impact of IDT Global's partnership was immediate. In the first 3 months, Natcom saw a 7% increase in inbound minutes, reversing years of decline. Fraud control also transformed overnight.

By moving from weekly blocking to a 12-hour cycle, Natcom achieved a 75% faster reaction time, dramatically reducing bypass and SIM-box activity. Outbound fraud, which previously cost US\$20-30k during peak months, was eliminated entirely.

With traffic stabilised and fraud under control, Natcom is now forecasting 7% year-on-year revenue growth, instead of the previous 25-30% contraction. The operator expects to reach its two-year traffic forecast four months early, unlocking unplanned profit and greater financial confidence.

Retail traffic mirrored this success. The US\$5/30-minute bundle doubled in the first quarter, with volumes expected to grow tenfold by the end of 2025.



"Partnering with IDT Global delivered fast, measurable gains: better call quality, lower fraud, and greater financial stability. What stands out is their collaboration and grasp of our market. This is a partnership built on trust and it shows in the outcomes."

Mr. Nguyen Huy Dzong, CEO, Natcom

"IDT and Natcom view this partnership as a clear success. The collaboration has strengthened performance on all fronts, protected revenues, and maintained growth, as the business continues to defy the industry's downward trend."

Alexis Segal, EVP, IDT Global

DRIVEN BY OPERATIONAL EXCELLENCE

SUCCESS FACTORS



Fast, confident fraud control

IDT enabled Natcom to block fraud every 12 hours with certainty, cutting losses and restoring revenue immediately.



Global reach and routing strength

A broad network of high-quality directs ensured consistent routing and stable performance across all major corridors.



Financial strength & predictability

The quarterly prepayment model delivered reliable cash flow and long-term revenue confidence.



Deep market understanding

IDT keeps adapting its model to Haiti's unique environment, addressing the realities of the market with precision.



Retail Growth Engine

IDT's retail ecosystem accelerated legitimate traffic growth, strengthening Natcom's position across key markets.



Repeatable & scalable model

The approach used with Natcom can be replicated across LATAM and the Caribbean, enabling rapid impact for similar operators.

ABOUT IDT GLOBAL

IDT Global is a leader in international voice, messaging, and digital services, combining 30 years of wholesale experience with the consumer reach of Boss Revolution. IDT Global helps operators worldwide

secure revenue, eliminate fraud, optimise routing, and unlock new digital growth opportunities.

Find out more: www.idtglobal.com