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Tele2 Group Robocall Mitigation Program

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1. Fraud Management Systems

Each Tele2 subsidiary has its own Fraud Management System (FMS) with the purpose of detecting various types of fraud, including spam, through automated CDR analysis. For cases with a high probability of spam, automatic blocking will be executed in near real time.

Tele2 Traffic management, administrating Tele2 international switch, monitors and detect anomalies such as spam through their instance of FMS

Tele2s selection of primary international carrier also includes active fraud management for all traffic.

2. Blacklists

Tele2 uses blacklists to block known spammers, fraudulent destinations and spoofed numbers.

3. National joint action to block spoofed and hijacked numbers

Tele2 has been a driving partner in a joint action with the larger Swedish carriers, the national regulator and the national number portability agency with the purpose of combatting use of spoofed numbers.

By establishing a common database, hosted by the number portability agency, with automated distribution of entries the carriers will be able to quickly block numbers that has been reported as hijacked and misused in robocalling and various scams.

As of December 2023, Tele2 started to block incoming traffic with national fixed numbers as the first phase of proactive spoofing mitigation.

4. Compliance with the Commission and authorities

Tele2 commits to cooperate with the Commission, law enforcement, and the industry trace back consortium in investigating and stopping any illegal robocallers that are using Tele2 services to originate calls.

5. Compliance with partners

Tele2 are compliant with the fraud clause in the contracts with our partners and carriers. As well as we offer full cooperation with our partners, we also require high attention and cooperation when needed. Tele2 has contractual right to block traffic that will be categorized as spam and fraud.

6. General terms and conditions.

In all of Tele2 subsidiaries brands the general terms and conditions clearly states that Tele2 have the right to terminate the subscription in case of abuse or misuse of the service. E.g. non-p2p traffic and commercial use such as reselling traffic.

Tele2 actively monitors, detects and terminates such abuse through automated processes.

7. Quality vs cost

Tele2 is a premium brand and our promise to our customers is to deliver top quality services. We are carefully selecting and managing our relationships with our carriers to get high quality services, proper traffic management and responsive account management.