

CETIN a.s. – Robocall Mitigation Program

CETIN is a telecommunication provider licenced in the Czech Republic and owner of the largest telecommunications network in the Czech Republic offering International voice and data services to over 200 telecommunications operators all over the world via physical network nodes (POPs) in London (UK), Vienna (Austria), Bratislava (Slovakia), Frankfurt (Germany), Budapest (Hungary), Belgrad (Serbia) and Hong Kong.

CETIN's approach to managing of the Robocall Mitigation

Our status:

- CETIN is a foreign voice provider, the implementation of STIR/SHAKEN call technology is not required and we will not introduce.
- CETIN's customers and partners on the domestic market do not have STIR/SHAKEN requirements.

CETIN's various actions applied to achieve robocall mitigation program:

- 1) The action to block spoofed and hijacked numbers, repeating calls from one concrete A-number or group of A-number. Automatic 1 hour filter is in the use when big bulk of the traffic with same A-number is seen or unexpected big volume of the traffic to some destinations. The system is operating 24/7.
- 2) Using of „blacklist“ of spam and fraudulent destinations. This list is properly updated each month with the cooperation of our group mobile operators.
- 3) Monitoring of the quality parameters – ACD, ASR, NER on daily basis with proactive system's alarms. Alarms are automatically send by email to our NOC/NMC team.
- 4) Cooperation with the Telecommunication Authorities, law enforcements and other authorities to investigate and stop any illegal calls.
- 5) Cooperation with the telecommunication partners on the domestic and International level to detect and stop or block any spam or fraudulent traffic.