

HGC implements stringent operational controls to fulfill its essential gatekeeping function. Our primary mandate is the proactive and definitive identification, and prevention of illegal Robocall traffic

Advanced Traffic Control and Blocking

HGC employs a multi-layered, 24x7 operational team to control and definitively block fraudulent voice traffic, including illegal Robocalls to avoid they impact of downstream networks

24x7 Network Surveillance

HGC maintains constant automated and human-driven surveillance over its voice traffic to detect and flag anomalies indicative of fraudulent or abusive calling patterns

Dynamic Blocking Lists

HGC continually updates both internal and industry-vetted dynamic blacklists to instantly block known abusers, high-risk fraudulent destinations and traffic linked to Caller ID Spoofing

Vetting of Inbound Traffic

HGC's defensive protocols extend to all traffic utilizing its network resources

Universal Mitigation Application: Every call entering HGC's network, regardless of its origin (including traffic introduced from upstream providers), is subjected to HGC's comprehensive traffic control and mitigation measures

Immediate Traceback and Enforcement Action

HGC prioritizes rapid cooperation with all recognized authorities to halt the propagation of illegal calls and locate their source.

HGC guarantees a full and substantive operational response within reasonable response time of receiving any traceback request from the Industry Traceback Group (ITG) or the FCC. This action is treated with the highest level of urgency to swiftly shut down identified illegal call campaigns,

Active Investigation and Termination

HGC maintains vigilant collaboration with partners and law enforcement. If suspicious activity is confirmed as an illegal Robocall source, HGC will immediately block associated traffic

Information Exchange

HGC engages in active data exchange regarding fraud and abuse with trusted partners and carriers to continuously enhance its defensive posture against emerging threats