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Robocall Mitigation Plan

Turkcell Superonline would like to inform you that we have a 24/7 NOC department that is monitoring all outgoing traffic to international destinations. We also have an active Fraud department.

Whenever Fraud detects bulk calls that resemble robocalling, they take actions in blocking such calls. Turkcell Superonline also works closely with its international partners to prevent fraudulent activities and actively updates the blacklists to block known spammers, fraudulent destinations and spoofed numbers.

Turkcell Superonline deploys a variety of systems and solutions blacklists (blocking A-numbers and/or B-numbers), 24x7 monitoring, dedicated SIM box detection and A-number-verification system, dedicated anti-Wangiri detection system to monitor to detect and suppress any kind of potentially fraudulent traffic (including unlawful robocalls), either originating within its network or being transited through its network.

Turkcell Superonline is committed to prevent, as much as reasonably possible unlawful robocalls originating in its network as well as to monitor incoming calls received from other carriers.

Turkcell Superonline takes a proactive stance in fighting any potential fraudulent traffic. For this purpose, Turkcell Superonline entertains dedicated resources (involving retail, wholesale and networking departments) with the sole goal of avoiding any potential fraud scenarios and dealing with them if they arise.

Turkcell Superonline is compliant with the fraud clause in the contracts with our partners and carriers. We offer full cooperation with our partners. Fraud prevention is an integral service provided to enterprise customers.

Both national and international interconnection contracts contain a comprehensive anti-fraud clause allowing Turkcell Superonline to extensively monitor any suspicious traffic and to act accordingly by suspending the wholesale payment flow and/or blocking and/or suspending repeat offenders.

All current retail-based contracts contain an anti-fraud clause detailing which call behavior will not be tolerated by Superonline. Violators can have their service suspended or even their contract terminated.

Kind regards,