

VNPT INTERNATIONAL ROBOCALL MITIGATION PROGRAM

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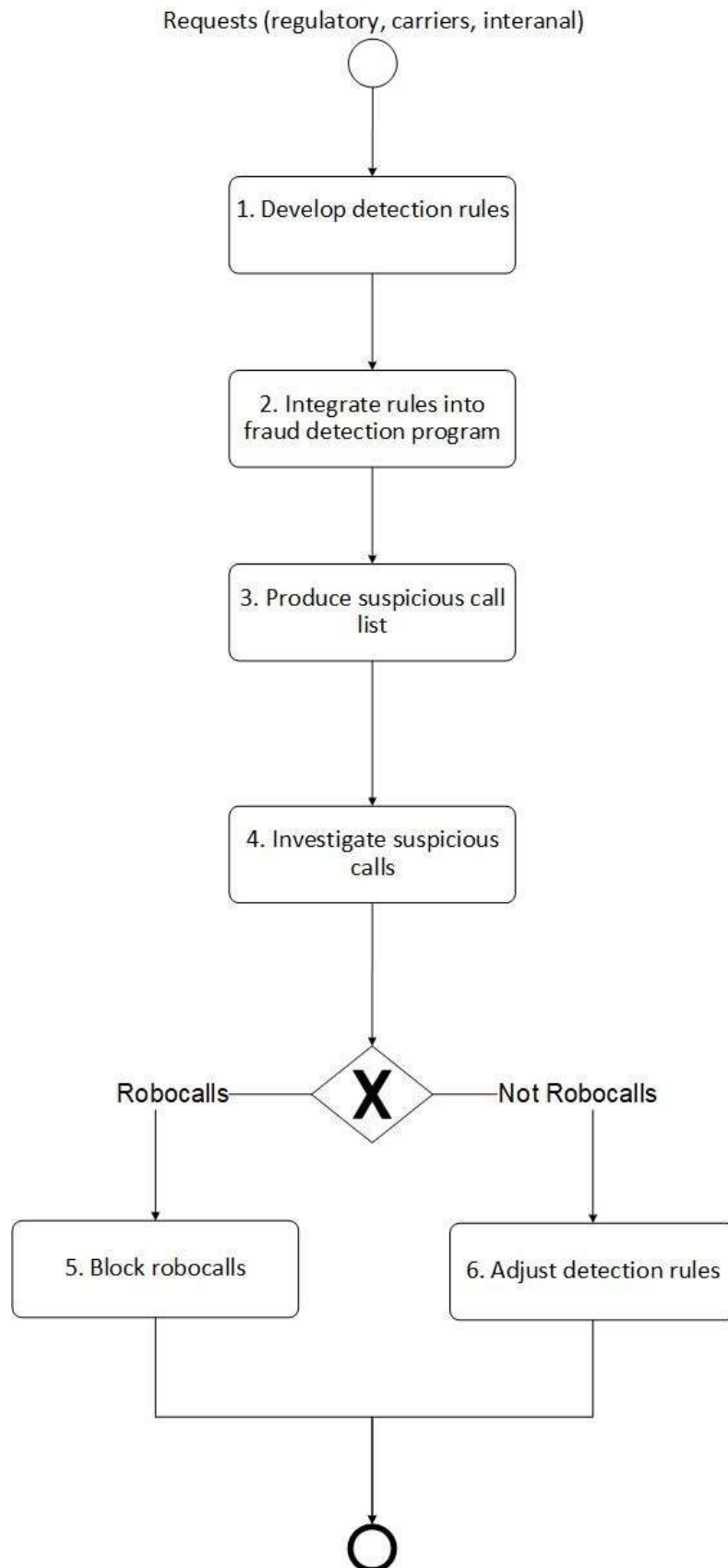
ACRONYM

No.	Acronym	Definition
1	VNPT-I	VNPT International
2	CDR	Call Detail Records
3	ASR	Answer-Seizure Ratio
4	ACD	Average Call Duration

1. General description

VNPT-I has deployed and operated a monitoring and preventing fraud program for voice service for several years. This program is mainly for the detection of fraudulent behavior of voice traffic. However it also has the capability to partially mitigate robocalls. The program relies on CDR to identify abnormal calls by a combination of multiple factors such as number of calls in a short specific time, ASR, ACD. Some typical signs of a robocall call is that there are many simultaneous calls in a short period of time and very low ASR, ACD.

2. Robocall mitigation flow



3. Robocall mitigation flow steps description:

- **Step 1: Develop detection rules**

Based on the requirements of international and Vietnamese government regulation, requirements of carriers, or even internal requirements related to fraud control of voice traffic, VNPT-I will develop a set of rules to detect robocall calls and other fraud activities. The detection rule is usually a combination of multiple parameters such as number of calls within 1 hour, ACD, ASR.

- **Step 2: Integrate rules into fraud detection program**

Once the detection rules are agreed and approved by the fraud prevention team, they will be integrated into the program.

- **Step 3: Produce suspicious call list**

The program will provide warnings when it detects suspected robocalls, and provide a list of robocalls.

- **Step 4: Investigate suspicious calls**

Suspected robocalls are further investigated to ensure accurate detection.

- **Step 5: Block robocalls.**

If the suspected calls are determined as robocalls, the system will immediately block them. Conversely, the detection rules can be adjusted to ensure more accurate detections.

- **Step 6: Adjust detection rules:**

Detection rules are adjusted regularly to provide detections more accurate.