

Zoomtel Robocalling mitigation plan

Rules and strategies to mitigate Robot Calls and fraud traffic

Version 1.1

1 Authentication and Verification

Know Your Customer (KYC): Ensure thorough vetting and verification of businesses using telecommunication services to prevent fraudulent activities.

2 Call Filtering and Blocking

Blacklist and Whitelist Management: Maintain dynamic blacklists of known robocallers and whitelists of trusted numbers.

Call Blocking Technologies: Use advanced call-blocking technologies to automatically filter out suspected robocalls implemented in our main voip switch

Do Not Originate (DNO) Lists: Block calls from numbers that should not be originating calls, such as government agencies or companies that don't make outbound calls.

3 Consumer Tools and Education

Per request of our vendors or customers:

Consumer Education: Educate consumers on how to recognize and report robocalls and the importance of not engaging with suspicious calls.

Opt-Out Mechanisms: Provide easy-to-use opt-out mechanisms for consumers to avoid unwanted calls, guide to the respective web pages.

4 Monitoring and Analytics

Real-time Monitoring: Implement real-time monitoring systems to detect unusual call patterns and potential robocall activities.

Analytics and Reporting: Use data analytics to identify trends and sources of robocalls, and generate regular reports for continuous improvement. We have additional platform checking the CDR's and we can have easy reports.

5 Regulatory Compliance and Cooperation

Compliance with Regulations: Ensure adherence to all relevant regulations and guidelines set by telecommunications authorities and regulatory bodies.



Industry Collaboration: Collaborate with other telecom providers and industry stakeholders to share information and strategies to combat robocalling.

6 Technological Advancements

AI and Machine Learning: Leverage AI and machine learning algorithms to enhance the detection and blocking of robocalls. In process to implementation. No yet.

Regular Updates: Continuously update and upgrade technological solutions to stay ahead of evolving robocalling techniques.

7 User-Specific Customizations

Personalized Blocking Preferences: Allow carriers to set their own blocking preferences based on their needs and preferences.

Enhanced Caller ID Services: Offer enhanced caller ID services that provide more detailed information about incoming calls.

By implementing these rules and strategies, we expect to have a comprehensive and effective robocalling mitigation plan that protects consumers and maintains the integrity of telecommunication services.

