

ROBO CALL MITIGATION STEPS (MAGICTEL LTD (UK) | MAGICTEL PTY (Australia))

Following are steps we have taken being an International voip service provider as well as intermediates service provider

1. Making sure that all our clients are fully registered with valid identification.

Customer's Legal Name
Customer Address
Customer Account Number(s)
Form 499 Filer ID
Contact Name & Phone #
Contact E-Mail
2. If applicable (in case customer is an international user) customer is required to sign a Universal service exemption certification
3. Customer is required to explain the use of service in full
4. Real Time Call Type Monitoring

DETECTION:

Best practices in robocall prevention include several detection methods:

1. Check the calling number for warning signs:

On-net calls from external sources (e.g., neighbour spoofing)
Invalid
Do-not-originate
High-risk
Poor reputation
2. Use real-time traffic analysis to detect unusual call patterns
3. Verify the caller ID with STIR/SHAKEN (using third party DID provider with certified Caller IDs)

RESPONSE

Once an inbound call is identified as a potential robocall attack, you have the following options to respond to the threat:

1. Report only, with alerts
2. Block the call
3. Send the call to voicemail
4. Divert the call to a CAPTCHA gateway which prompts the caller to enter random two digits
—humans can do that, but auto diallers cannot and are blocked
5. Modify the caller display name (CNAM), e.g., <SPAM>, so the called staff member knows when a suspicious call rings