

Robocall Mitigation Program – Telekom Malaysia Berhad

1. Blocking and Screening Call at International Gateway (IGW)

All Service Providers (SPs) shall block all calls with International number format specified below, coming from the International Gateway to Malaysia:

- i. A# with ISUP NoA $\neq$ INTL;
- ii. A# start with 0XY (X=0,2-9, Y=Variable digit length);
- iii. A# start with 60XY (X =0,2-9, Y=Variable digit length);
- iv. A# start with +60XY (X=0,2-9, Y=Variable digit length);
- v. A# start with +601X00 or 601X00 (X=1-9, Y=Variable digit length);
- vi. A# start with +601X00Y or 601X00Y (X=1-9, Y=Variable digit length);
- vii. A# start with 1300, 1800, 1700;
- viii. A# with MSRN number (60170X/ 60181X/60190X/60160X) whereby each operator has to provide their own range;
- ix. A# start with GT format (601200X, 601900X, 601800X,601600X) whereby each operator has to provide their own range;
- x. A# start with invalid international format (+96030X, +8800X) whereby such list is confirmed and made available [REDACTED]
- xi. Unassigned mobile number range [REDACTED]
[REDACTED] and
[REDACTED]
- xii. Non-voice mobile number range (broadband range) [REDACTED]
[REDACTED]

From above blocking rules, TM [REDACTED] protects Malaysia (+60) number ranges against spoofing.

2. Anti-SPAM and SPOOF Traffic Monitoring

a) Threshold for the SPAM Call to be set as per the standard below:

i. Standard on inter network post dialing delay:

95% of calls attempted should be less than [REDACTED].

Currently TM's threshold set for the SPAM Call = [REDACTED] (Assuming for genuine calls, standard PDD between [REDACTED])

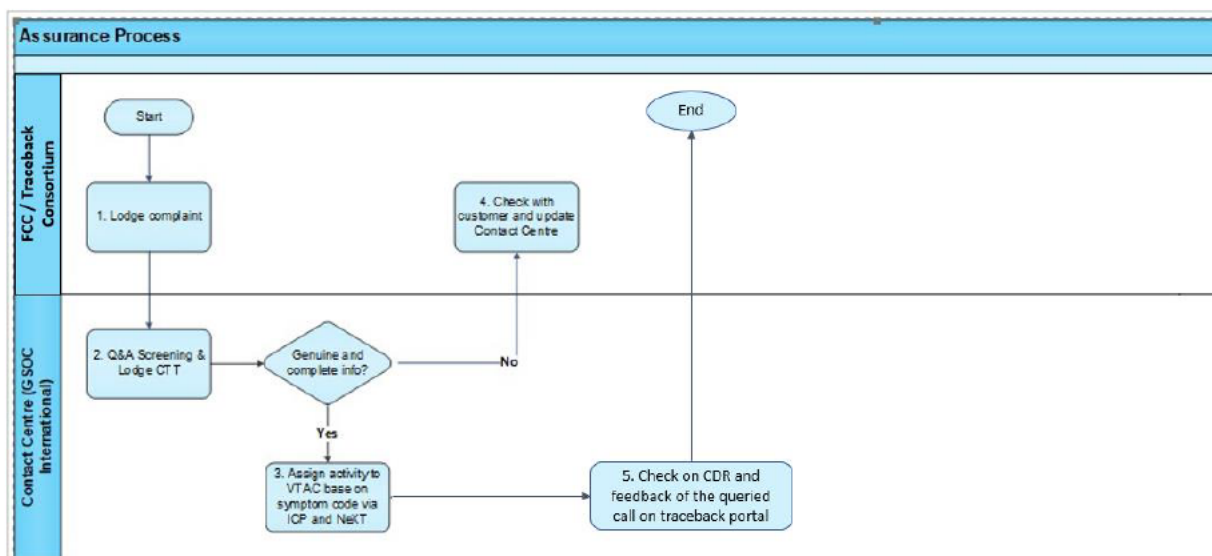
b) Single A# to multiple B# call;

c) Multiple A# to single B# call;

3. Rules by Malaysian Regulator

Dummy CLIs – An Operator must route a Customer's Original CLI and must not translate numbers, use dummy numbers or dummy CLI or use any means to alter number which may confuse or have the tendency to confuse the other Operator's Network (including transit Networks) or billing systems. Where technical problems for routing or billing so demand, then the use of dummy numbers shall only be permitted as is agreed between the Operators.

4. Process Flow for Traceback from FCC/Consortium



5. Single Contact Point to Handle Robocall Complain 24/7

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