

ROBOCALLING MITIGATION PLAN

ALBtelecom is a company duly organized under the Albanian law and provides its telecommunication services such as voice, data and IPTV services in Albania. ALBtelecom is the telecommunication operator which carries with it the 100 years history of Albania. ALBtelecom used to be an entity fully owned by the Albanian state, but since October 1st, 2007, ÇETEL a.s Company (Ankara), member of CALIK Holding, with headquarters in Istanbul, became the official owner of ALBtelecom.

ALBtelecom has entered into interconnection agreements with various national and international operators.

ALBtelecom is always trying to protect his customers, services and vendors by detecting in real time fraudulent traffic. ALBtelecom is always monitoring all the traffic originated in its network and that transits through its network searching for abusive, not normal activity, in order to mitigate the impact of it both on ALBtelecom network as well on ALBtelecom customers.

Our Fraud Management System is analyzing all the traffic on our network on a 24x7 basis and is generating automatic alerts and alarms every time predefined rules and criteria to detect fraudulent traffic including but not limited to scam calls, Robocalls and Wangiri calls fraud traffic behaviors. When specific thresholds are met, FMS is automatically blocking the source. Our analysts are monitoring and analyzing in daily basis suspicious traffic volumes and patterns.

ALBtelecom traffic to the USA includes traffic from its own subscribers, roamers and other national providers and supports FCC efforts to mitigate the impact of Robocalls on any international traffic that is terminating in USA through ALBtelecom network. ALBtelcom is always monitoring and evaluating applied rules and thresholds in order to improve the detection and protection against spam and Robocalling activity and is immediately blocking every suspicious source and informing the unwanted traffic originators and receivers.

The behaviors monitored include the following:

- calling numbers that generate an abnormally high amount of calls to a wide amount of B numbers at a given timeframe;
- calling numbers that generate an abnormally high amount of short calls to a wide amount of B numbers at a given timeframe;
- calling numbers that have an abnormal or wrong format and that generate high traffic volumes.

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