

24 April 2024

FCC ROBOCALL MITIGATION DATABASE ATTACHMENT

Mauritius Telecom Ltd (MT) is the leading provider of ICT services and solutions in Mauritius, providing a range of services including fixed-line, mobile, internet, IPTV, cloud, and mobile money services. MT provides services to end-users as well as wholesale services.

The company operates in a regulated environment under the Information and Communication Technologies Authority (ICTA) of Mauritius, and has some 385k fixed-line clients and some 1.1M mobile clients.

By law, MT maintains business records of all its subscribers to properly identify them; in parallel, the company keeps records of key contact numbers over which the clients can be reached for administrative purposes, as well as of the physical addresses of the clients and of the installations.

For upstream providers, MT has been dealing with only a few main (big) ones over several years with no issues, giving the assurance that they are reliable with proper fraud mitigation systems in place.

MT does not carry STIR/SHAKEN in its network, but the company has in place a number of incoming and outgoing traffic monitoring tools aimed at detecting and combating frauds - including robocall frauds either originating from its network, transiting through it, or terminating over it. The tools are Analytics based and automated, covering all (including VOIP) MT incoming, outgoing and transit international calls - with active alerts triggered by logic-based parameters and under 24X7 NOC monitoring for immediate actions in case of frauds.

MT services are governed by strict "Terms and Conditions", clearly warning against the misuse of its services, and provides for immediate suspension of services and even termination of contract, immediately and without notice, in case of fraudulent activities by the client.

MT is thus well equipped to combat frauds, including illegal robocall, and commits to fully cooperate with traceback requests and to cooperate with investigations for stopping illegal robocalls.

MT has never been subject to any FCC action (removal of certificate or prohibition to file in the Robocall Mitigation Database), and has to now not had any traceback request.



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