

National Telecom PCL - Robocall/ fraud call mitigation plan

National Telecom Public Company Limited (NT) is a state-owned enterprise, organized and existing under laws and regulations of Thailand. In term of voice business, it is operating as an international voice service provider in retail and wholesale market. For global traffic termination including U.S. termination, it interconnects with international carriers. Pursuant to [47 CFR § 64.6305](#), it shall include reasonable steps to avoid originating illegal robocall traffic and shall cooperate in related investigation and traceback request.

Although NT has not implemented the STIR/SHAKEN authentication framework, it is highly concerned about robocall/ fraud call problem, and invested a lot financial and human resources on robocall/ fraud call mitigation. It has developed its own in-house robocall/ fraud mitigation program as follows:-

Robocall/ Fraud Patterns

- High Usage/Long Call

The traffic a with intermittently burst of call volume and suspiciously call duration.

- Calling to high risk/ high rate destination

The call to risky destinations per National Telecom's blacklist, or to high-rated destinations.

- Midnight Calls

Fraud is likely to occur after midnight especially the short call.

Robocall/ Fraud Prevention

- Inform user to change user id/password

NT encourages our customers to change User ID and password at least once a month.

- If IDD is not in use, barring the IDD

NT suggests our customer who do not use IDD service, to disable IDD service (optional).

- Safety PABX maintenance ports

NT reminds our PABX user of maintenance practice and suggests the user to have an efficient firewall to protect PABX from cyber-attack.

- Notify and alert fraud information to the user

NT disseminates fraud information and protection guideline to our customer.

Robocall/ Fraud Deterrent

- Block A-No. or B-No.

NT has a specialist unit for traffics monitoring. If we detect suspicious activity, such as 1. intermittent burst of call volume 2. suspicious call duration and 3. blacklisted destination termination, NT will immediately suspend and block the traffic by A-number or B-number.

- Inform the customer as soon as possible

If we detect suspicious activity, such as 1. intermittent burst of call volume 2. suspicious call duration and 3. blacklisted destination termination, NT will immediately send out alert to our customer as soon as possible.