

Steps taken to mitigate Robocalls by Shri Services Oy

Shri Services Oy located at Tykistokatu 4B, Turku, Finland executes the following steps to prevent any Robocalls originating or passing through this network -

1. We ensure that every customer clarifies the voice business process with details of why they make calls and how they call
2. We ensure that every customer agrees to a condition that they do not deal with any voice process that are automatically dialled without human intervention
3. We have taken steps that customers originate traffic directly on our servers using SIP softphones
4. Wherever customer is IP authenticated, we have taken the needful steps to control the number of calls per second so that the traffic is only 1/10 of the declared employee strength. This is done by dynamic traffic analysis. We detect large bursts of calls in a short timeframe.
5. We have put in place the clauses in our terms of service where customer is bound to pay penalties if any robocalling is executed.
6. We accept only the traffic that originates on our network. We do not accept any transit traffic originating from another service provider
7. We verify every customer's identity before allowing access to calling on our network
8. We constantly monitor the call statistics (Average Call Duration and Answer Seizure Ratio ie., ACD and ASR). This Call Detail Record analytics Identifies patterns of low average call duration and/or low call completion rates. We immediately block the user from calling if the ACD and ASR deviates from the pattern linked to human originated calling.
9. We monitor the caller IDs, identify and block any signs of calls from invalid calling numbers.
10. We prevent sequential dialing patterns and patterns that indicate TCPA or other contract violations.
11. Unlawful foreign-based spoofing can be detected various methods to detect neighbor spoofing, including analysis of the call attributes.
12. The caller is a source of Wangiri one-ring scam calls. This can be detected with dynamic traffic analysis.
13. Analytics reporting to review summaries of call activity across different dimensions.