



Robocall Mitigation Program

Sky is Europe's leading media and entertainment company helping to connect customers to the very best entertainment, sports, news, arts and to their own local, original content

Traceback

Sky will assist with traceback request from the Commission, law enforcement and the traceback consortium and will cooperate with such entities in investigating and stopping any illegal robocallers initiating calls via our network.

STIR/SHAKEN

Sky does not currently implement STIR/SHAKEN but supports Robocall/Scam/Fraud mitigation through other traffic monitoring practices, outlined below. Sky is in the process of evaluating STIR/SHAKEN implementation with our equipment vendors.

Call Monitoring

Sky has a dedicated Fraud Management Team who monitor our network for any suspicious/fraudulent activity. We already block calls with invalid Calling Numbers, absent Calling Numbers and Calling numbers which are known to be misused. We only permit the use of US Numbering for call routing purposes whereby our Sky Mobile customers are roaming. We do not permit customers to source their CLI as something different to their provisioned number. We are not a Wholesale carrier, and as such we do not transit other operators' voice traffic. We monitor trends for short duration calls and calls to unallocated numbers, to identify the sources of scam traffic.

Contact information

Please contact Carrier Services, Messaging & Roaming for any further information:
dl-groupcommscmr@skyglobal.onmicrosoft.com

