

Datatel Services Robocall Mitigation

Datatel Services provides conference call services to end users and thus most of the telecom traffic we manage is inbound to us. However we do offer the option to dial out from our system to join a participant into a conference call, thus a very small portion of our telecom traffic is outbound.

For mitigating any possible robocall use of our dial out/outbound service, we do the following:

1. Dial out can be done only one phone number at a time, thus making outbound calls very labor intensive and reducing the likelihood of a large number of calls being made
2. We monitor the volume of outbound calls from each customer on a daily basis and a report is emailed to our Support team showing any customers with a large number of dial out/outbound calls. We immediately investigate those customers to verify they are legitimate calls to participants on their conference calls. If they are found not to be legitimate, or the customer is not responding to our investigation, we immediately disable the account to prevent any additional calls