

Belize Telemedia Limited Robocall Mitigation Plan

Belize Telemedia Limited stands as Belize's National Telecom and industry leader operating an extensive fiber-optic telecommunications network, which powers expansive product offerings. Belize Telemedia Limited is the largest leading telecommunications company in Belize. Belize Telemedia Limited, has adopted this Robocall Mitigation Plan to take measures to limit the potential for the transmission of unlawful robocalls from its network to be terminated in the United States of America.

Robocall Mitigation Plan

Belize Telemedia Limited has processes in place and remains vigilant in detecting and mitigating fraud on its networks. As part of this process, incidents are without unnecessary delay brought to the attention of the executive management of the organization for visibility and support. As a result, incidents are treated with urgency and given the attention required and dealt with swiftly. This process is extended to Belize Telemedia's Robocalling Mitigation Plan and Belize Telemedia Limited is committed to evolve in this process to ensure efficiency and effectiveness when dealing with fraudulent activity on its networks with changes to technology and keeping up to date with other technological advancements. Below provides processes that will help with the mitigation of robocalls:

Know Your Customer/Subscriber Screening

Belize Telemedia Limited collects and maintains information relating to all its subscribers as mandated by the respective regulatory bodies in Belize. Before providing service to any new customer, BTL collects contact information to confirm the identity of the customer including name, valid identification (e.g., passport, driver's license, or other ID card), billing address, and service address. Belize Telemedia Limited also maintains and updates policies, which its customers are bound by, setting out use of its equipment, including any numbers and connections thereto. This prohibits activities by customers that may fall foul of applicable laws, regulations and policies, and Belize Telemedia Limited takes immediate actions where necessary to prevent fraudulent or unacceptable activities.

Role in the Call Chain

Belize Telemedia Limited does not directly send traffic to the US, instead partner with several international voice providers who then route traffic directly or use other intermediate carriers to terminate traffic to the US. Our customers originate a US bound call, we route to the intermediate network, who then route to USA or route to their provider who then route to USA. Example 1. BTL => Provider => USA, 2. BTL => Provider => Provider Carrier => USA. Our international voice providers have already implemented STIR/SHAKEN, vet our traffic for any anomalies that may arise with robocall, and fraud then notify us if any have been identify, who then immediately investigates.

Phone Number Validation

Only Phone numbers registered through our local regulatory body and allocated to Belize Telemedia Limited and customers roaming on BTL's network are being sent to our international providers. Calls originating from our network with non-BTL caller IDs will not be routed towards our international voice providers. All originating calls are sent with the caller number in the PAI header for the provider to identify who is calling. BTL does not provide its customers with US-based DIDs numbers.

Network Monitoring

BTL monitors near real-time traffic using our monitoring system and CDRs. Reports based on the CDRs for outbound international calls are autogenerated and monitored by our 24/7 NOC. These reports show the number of international calls and the minutes incurred to determine whether any suspicious threshold is reached. Traffic pattern such as large volumes of concurrent calls or unusual spikes towards the USA are tag and investigated to ensure no fraud or robocall is being made. If fraud or robocall is identified, immediate report is made to other internal departments, customer is contacted, and services are blocked or suspended. This prohibits activities by customers that may fall foul of applicable laws, regulations and policies, and Belize Telemedia Limited takes immediate actions where necessary to prevent fraudulent or unacceptable activities. Belize Telemedia Limited does not hesitate to enforce its policies, or terms of any contracts and takes immediate steps where any issues are brought to its attention.

Fraud Mitigation Solution

Belize Telemedia Limited plans to implement a fraud mitigation solution for this fiscal year. We plan to start the tendering process in September and plan to implement it by April 2025. This will greatly help to reduce and stop any potential fraud and robocall originating from our network.

Traceback Requests

Belize Telemedia Limited has a long history of supporting and responding to lawful requests made in accordance with the laws under, which it is licensed to operate. BTL commits to respond fully, within 24 hours, to all traceback requests from the Commission and United States law enforcement agencies to investigate and stop any illegal robocalls originated from our network.