



ROBOCALL

MITIGATION PLAN



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Nov 14, 2024

Robocall Mitigation Plan

Pursuant to 47 C.F.R. § 64.6305 Skytel Digicom Pte. LLC submits this report on its implementation of the STIR/SHAKEN call authentication framework and its plan to prevent and mitigate illegal robocalls. This report describes the status of its implementation of STIR/SHAKEN and the practices and procedures Skytel Digicom Pte. LLC (hereinafter also referred to as “The Company”) has in place to mitigate illegal robocalls as of **November 14, 2024**. The Company may modify, add, delete or otherwise alter any of the policies and procedures described in the plan at any time to respond to changes in its business, its capabilities and its needs.

As of **November 14, 2024**, Skytel Digicom Pte. LLC role in the network is a Voice Service Provider providing service to wholesale and end-users. We have registered with the STI-PA using . We have our own **STIR/SHAKEN certificate issued by the (STI-CA)** that we use when authenticating calls we originate. We have implemented a STIR/SHAKEN solution supplied by.

Skytel Digicom Pte. LLC is judiciously working to prevent unlawful robocalls from originating on its network while in the process of installing the new STIR/SHAKEN authentication architecture. In the meantime, the Company has implemented the following robocall mitigation plan to address unlawful robocall traffic.

Skytel Digicom Pte. LLC has enforceable terms of use and/or an acceptable use policy noted in its contracts. These policies define the circumstances by which the company will deny, suspend, or

terminate service to a customer. We have a vetting and review process for upstream providers, that is, providers that send us voice traffic that we terminate or transit to other providers.

Skytel Digicom Pte. Ltd. has enforceable terms of use and/or an acceptable use policy noted in its contracts. These policies define the circumstances by which the company will deny, suspend, or terminate service to a customer. We have a vetting and review process for upstream providers, that is, providers that send us voice traffic that we terminate or transit to other providers.

We confirm that the upstream provider has a certification in the Robocall Mitigation Database. We will not accept voice traffic from an unregistered provider. We have been informed of the upstream providers “Know-Your-Customer” guidelines and have provided them with the necessary KYC documentation they’ve requested that we complete.

Skytel Digicom Pte. LLC follows the caller ID authentication best practices for vetting caller identity and operational legitimacy for new and existing customers as described by the NANC Call Authentication Trust Anchor Working Group.

This process includes the collection and review of entity-identifying information to confirm that Skytel Digicom Pte. LLC has an authenticated relationship with the customer. The Company uses this authenticated information to determine whether the customer is subject to any enforcement actions that restrict the type of calling that they may do, for example, if they have been banned from initiating telemarketing calls.

Skytel Digicom Pte. LLC uses call analytics software to monitor all outbound voice traffic in real-time to prevent the origination or transit of illegal robocalls.

The software provides detailed reporting to identify suspected illegal robocalls. The system alerts us if we process outbound calls where the calling number has a poor reputation or is invalid, unallocated, or on a Do Not Originate list.

Skytel Digicom Pte. LLC also validates, when possible, that the entity has a legitimate right to use its asserted calling numbers. The Company uses this information to support the attestation level it assigns to calls that it originates for that customer.

Skytel Digicom Pte. LLC contractual provisions with customers prohibit them from initiating illegal robocalls. If the Company discovers a customer is initiating suspicious robocalls, it warns them to stop. If such traffic continues, then the Company terminates their service.

Skytel Digicom Pte. LLC requires that upstream providers have a reasonable Robocall Mitigation Plan, including a vetting process for their customers as well as their upstream providers, and that they use call analytics to identify suspicious traffic.

Prior to installing services for new customers, Skytel Digicom Pte. LLC takes the following measures to weed out end users that could potentially generate robocall traffic:

The Company uses a KYCs to confirm the following information for its customers:

- Customer's identity
- Customer's right to use the telephone number presented on calls
- Service Address
- Credit History
- Authentic and Legal Campaigns

When the customer is a business, Skytel Digicom Pte. LLC also requires Business Incorporation Documents and verifies they have a reputation as a valid business that abides by the law.

Skytel Digicom Pte. LLC will comply fully with all conditions set forth in the FCC'S 2024 Report and Order mandating the implementation of the STIR/SHAKEN framework, as well as with the Commission's rules and policies more generally.

Skytel Digicom Pte. LLC has designated an individual as a dedicated point of contact for addressing traceback requests. It either has provided the ITG with the contact information and business hours for those individuals, or will do so upon receipt of the first request from the ITG. See <https://www.ustelecom.org/the-industry-traceback-group-itg/for-providers/>. **The Company will respond promptly to inquiries from the Industry Traceback Group (ITG) within 24 hours.**

If a pattern of questionable activity is detected Skytel Digicom Pte. LLC will suspended and/or terminate customer promptly for any tracebacks. **Requests from the ITG must be submitted in writing and include the following information:**

Company Name:

Company Address:

Requestor's Name:

Requestor's Title:

Requestor's phone number:

Requestor's e-mail:

Skytel Digicom Pte. LLC will provide valid law enforcement and regulatory agencies with the relevant non-proprietary information in response to reasonable and legitimate requests about illegal robocalls and suspicious activities, and implement mandated Robocall Mitigation procedures to the fullest extent possible with the goal of maximizing the mitigation of illegal robocalls. We respond within 24 hours to all traceback requests from the Commission, law enforcement, and the registered traceback consortium. We cooperate fully with such entities in investigating and stopping any illegal robocallers that use the Company's service to originate, carry, or process illegal robocalls. **Requests from the valid agency must be submitted in writing and include the following information:**

Law Enforcement Agency Name:

Agency Address:

Requestor's Name:

Requestor's Title:

Requestor's phone number:

Requestor's e-mail:

Skytel Digicom Pte. LLC performs the same mitigation steps for all outbound calls regardless of our role in the call chain for a particular call. The Company has had 2 tracebacks and been cleared from all by the FCC.

1. Jan 2022

2. February 2022

Skytel Digicom Pte. LLC does not wish to publicize any private and/or classified information that has the potential to expose the Company to fraud and/or anti-competitive actions. Therefore, the Company will submit a redacted version for the public site and requests that the FCC keep the unredacted version CONFIDENTIAL.

