

Spain, Barcelona, 30 March 2024

# ROBOCALL MITIGATION PLAN

## Overview

We provide pbx and termination calls with SBC using our private cloud platform

## User authentication and Access control

All secured by dedicated circuit, vpn and openvpn

Ip geo block applied too, only permitted users from Spain and the fixed ip of carrier trunks in EU & EEUU

## Information security

We are always assessing risks and improving the security, confidentiality, integrity, and availability of our systems. We regularly review and update security policies, provide our employees with security training, perform application and network security testing (including penetration testing), conduct risk assessments, and monitor compliance with security policies.

## Abuse and fraud control

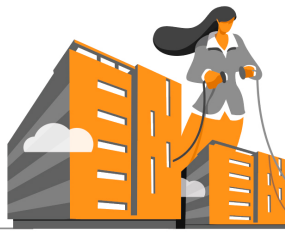
We apply fraud control to block accounts with lot of strange activity (lot of calls direct to one destination Country in less than 1 hour are blocked for 24 hours and email sent to our support team for review)

## Monitoring system

SBC controls perimeters and send alert to us in some type of events; only Spain clients are permitted to connect

## Contract

It is required by contract that the application cannot be used for illegal purposes or call emergency numbers being the customer responsible for the used performed with their account. In Spain we are Regulated under the CNMC you can check our operator license at this url: <https://numeracionyoperadores.cnmc.es/operadores/B-64320039?p=operadores>



## Collaboration

Also, Admitelsa S.L has the commitment to respond every request from Federal Communications Commision and cooperate on requested requirements related to our services.

Abuse Contact:

You can Contact by mail to [sopORTE@csr-online.net](mailto:sopORTE@csr-online.net) for any problems