

SCB Global Ltd (“SCB Global”) with registered address as, ‘1810 E. Sahara Avenue, Suite 212 #807, Las Vegas, Nevada, 89104 USA’ – fully committed to provide its services under Robocall Mitigation Plan (RMP) with consistency of FCC’ rules and regulations.

We provide services under Unified Communication as a Service (UCaaS), Contact Center as a Service (CCaaS), and Communications Platform as a Service (CPaaS) to end users. SCB Global has a plan to mitigate illegal robocalls to achieve compliance requirements. To fulfill those requirements, SCB Global is taking further steps to monitor and measure any such activities happening and to stop the service immediately.

SCB Global - a voice service provider, has taken the “Reasonable Steps” to prevent originating illegal robocalls under Robocall Mitigation Plan (RMP) which is imposed by FCC:

1/

KYC – Know Your Customer

SCB Global ensures the background and purposes of the business going to undertake its services. Before signing up any customer, it is vital to go through terms and conditions, requirements of ‘how to use the voice services’, number porting and/or using new numbers.

2/

Know Your Upstream Interconnect

SCB Global has only a few well renowned Interconnect partners whom with it contractually do business with. All the interconnect partners are licensed and diligently work to adhere by the rules and regulations set forth by the regulators. This covers to prevent telephony-based fraud, scams and not just limited to illegal robocalls.

3/

Terms & Conditions – Customers

SCB Global has laid terms and conditions for the end users to have clear understanding of, not to engage in any illegal or fraudulent activities while using SCB Services. Breach of any of the conditions may lead to the suspension or termination of the services.

Customers should be complied with the rules, directly or indirectly – nor it should get involved, participate or promote in any fraudulent activities. End users are also not allowed to trunk or forward any extension or numbers provided to a private branch exchange to gain unauthorized access.

4/

Implementation of Illegal Robocalls

SCB Global 24/7 365 days a year monitor its network for any suspicious illegal activities and suspends the service by diagnosing, testing and confirming. If there be any breach of the contract by the end user, SCB Global takes an appropriate action, escalate to the key members of the contract signed and suspends or denies the services for good.

SCB Global developers have embedded the internal controls in the OPTO Solutions to detect illegal or robocalls that directs to its customers to prevent fraud. End users have option on the network to stop any numbers to come back in. SCB Engineering team does monitor voice traffic, SMS capabilities in SCB OPTO Solutions, eFAX – for any abnormal activities which can cause the fraud or illegal behavior and escalates it at once.

5/

Traceback Requests with Compliance

SCB Global is fully aware of the traceback requests by FCC (Federal Communications Commission) to address and report in 24-hour time frame. To the extent of stopping illegal robo-callers using SCB services to originate, participate or process illegal robocalls.

SCB Global Management & Structure

1. SCB Global Ltd has a registered and primary address:
'1810 E. Sahara Avenue, Suite 212 #807, Las Vegas, Nevada, 89104 USA'.
And,
For mailing:
"15333 North Pima Road, Suite 305, Scottsdale, Arizona, 85260 USA".
2. SCB Global has a headquarter based in UK with the address: '37th Floor, 1 Canada Square, Canary Wharf, London England E14 5AA'.
3. SCB Global has a OCN (Operating company number) – 263K.

