



Robocall Mitigation Program

woopla GmbH, Germany
September 2021

woopla GmbH („woopla“) is a company founded and based in Germany. Since 2009 we provide voice service solutions to German and European consumers and enterprise clients.

Consumer services (B2C)

Our consumer services include calling card and callthrough services. These services are available to European consumers only. Services can either be used prepaid or postpaid via shared cost dial-in numbers (Germany only).

Traffic for these services is carefully filtered and monitored. Some of the steps we have taken to avoid fraudulent traffic:

- we block calls from/to phone numbers or phone number prefixes stored in our internal blacklist
- we generally block calls to high-priced destinations (satellite, domestic premium rate)
- we update our rates/blocking list on a weekly basis
- we block subsequent calls from phone numbers who are already involved in an active call on our platform
- we internally report calls from different numbers to a single phone number or a phone number prefix to check if a destination needs to be blacklisted
- we internally report short calls to a single phone number or a phone number prefix to check if a quality issue exists or a destination needs to be blacklisted
- we heavily communicate with our network providers to block or verify suspicious calls, phone numbers and/or destinations

Business services (B2B)

We carefully select our clients and always verify the underlying business model. 95% of our B2B calls originate from and go to Germany. We hardly see traffic from or to the USA. However our B2C monitoring also applies to our B2B services.