

ROBOCALL MITIGATION PROGRAM

We hereby would like to express our consideration and are ready to report the following measures that we undertake to prevent robocall and mitigate possible consequences:

- IP Telecom Bulgaria (trademark zardarma.com), RPN 0031443096 is the provider that offers its services to the end users (b2b). Thus, transit traffic (traffic with an unknown initiator) is excluded from our network.
- ASR/ACD indicators control is carried out automatically and automated user account blocking is in place for clients with low ACD/ASR indicators (it is well-known that automated traffic has low marks for these parameters).
- zardarma.com sales policy prevents number rotation (frequent change). We implement all reasonable ways to not provide clients with "temporary" numbers and complicate outgoing calls for such clients.
- CallerID Verification: We enforce strict CallerID policies to prevent spoofing and ensure traceability of outbound calls.
- Real-Time Monitoring: Our systems automatically detect anomalies in call patterns, triggering alerts for immediate action.
- Know Your Customer (KYC).
The objective of Zardarma KYC policy is to prevent Zardarma services from being used, intentionally or unintentionally, for spoofed or illegal traffic.
Zardarma vets new residential and business customers. This includes obtaining their contact's name, location/address, IP address and billing information.
- We are prepared (and already do in many jurisdictions) to collaborate with regulatory authorities and to promptly respond to requests of the legitimacy of traffic, as well as cease calls from our network that may violate the FCC requirements.

Contact details for security inquiries:

Contact person: Olha Yablonska

email: 112@zardarma.com

tel: +44 203 769 18 80

Sincerely,
25.04.2024
Ilya Rodionov