

IDN

Indy Developers Network



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Robocall Mitigation Plan

We are a small VoIP provider and know each of our customers personally, but still we have implemented mitigation strategies to avoid facilitating robocalls.

The following is a high-level view of some of our current mitigation strategies:

- Placed limits and set alerts for outbound usage and concurrent SIP channels
- Blacklisted IP blocks from regions known to engage in robocalling
- Regularly blacklist any IP address that attempts fraudulent SIP authentications
- Review monthly outbound spending comparisons for existing customers
- Update phone and server software in a timely manner to eliminate security vulnerabilities
- Onboard only local and trusted customers: over 90% of our customers are from Indiana and zero customers are located outside the continental US
- Random, regular spot checks on calling activity for all outbound phone servers
- Implemented comprehensive CDR analysis and visualization tools