

Call volumes associated with all services are consistently monitored with associated pro-active and automated alerts being sent to engineers if certain thresholds are met. This mechanism is designed to detect robo callers as well as potential toll fraud. The thresholds cover

- a. A high volume of calls within a certain timeframe
- b. Repeated calls to the same number
- c. High volume of short duration calls

IF it is found that a robo call scenario is in play the traffic is instantly blocked on our network.