

Placetel | Lothringer Str. 56 | 50677 Köln

Cologne Germany 08/24/2021

Titel:

Measures taken to avoid originating illegal robocall traffic

Context:

Placetel is a service provided by the legal entity Broadsoft Germany GmbH and offers a virtual PBX system to businesses in the EU. Placetel operates an NGN telephony platform in Germany and the EU and also terminates calls to US destinations.

Measures to avoid illegal robocall traffic:

The Placetel telephony platform offers the following services to identify and block illegal robocall traffic:

- Call pattern detection system
 - o This system identifies call patterns and uses pattern recognition to identify call patterns generated by automatic dialing systems.
 - o Once a pattern is detected an alarm is generated and traffic is immediately blocked by the originating VoIP endpoint on the Placetel platform
- Rate limiting
 - o The Placetel platform has an active rate limiting functionality for all VoIP endpoints originating from the Placetel platform. A VoIP endpoint can only place a certain amount of calls in a limited timeframe. In case this rate limit is exceeded the system identifies the endpoint as a dialer and automatically blocks the traffic.
- Channel limiting
 - o The Placetel platform limits the number of parallel channels a VOIP endpoint can connect to at the same time. This active channel limitation makes sure that automatic dialing solutions can not call PSTN targets in parallel.