

Mitigation Plan

To whom it may concern,

True Move H U has undertaken the following measures to mitigate robocalls on its network:

1. Monitoring System
 - a. Detect performance (eg %ASR= Answer Seizer Rate) call to Destination by route
 - b. Detect Call pattern
 - i. A-number call to various B-numbers
 - ii. Various A-numbers call to B-numbers
 - iii. High attempt call to destination
 - iv. High usage minutes by destination
 - c. Detect long call duration and disconnect
2. Blocking and suspending

Once suspicious call is detected, we can apply these blocking solution

 - a. Block by A-number and range number
 - b. Block by B-number and range number
 - c. Block by country code
 - d. Block by routing
3. Fraud prevention

We have block list in risk prefix numbers

 - a. Manage and collect the High-Risk numbers in our database
 - b. Manage the premium rate/high cost destination
 - c. Manage Wangiri number
 - d. Collaboration the numbers with our carrier partner
4. Contact Point to Handle Robocall/Fraud Complain 24/7

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