

Robocall Mitigation Plan (RMP)

Rev 2. Updated 8-4-2024

Overview

This document provides information regarding the specific actions Digihero has taken to avoid originating illegal robocalls, as part of its robocall mitigation plan (RMP) as required by the FCC in Section 64.6305(a).

Digihero is a dutch voip service provider.

Actions against illegal robocalls

Prevention:

Digihero includes in its Terms & Conditions that services may not be used for unlawful purposes or in any way where other parties will be hindered or damaged, and considers illegal robocalling as one such activity which is unlawful.

Digihero enforces customer specific call limits, new customers have a small limit of the amount of calls they can make. Customers well known and manually approved by a team can have their limit increased.

Digihero has advanced security in place on it's voice platforms. Digihero voice platform is protected by multiple security layers. The infrastructure firewall protects the access to our servers. The application layer firewall offers protection against for example stack brute force attacks.

Detection :

Digihero actively monitors it's traffic to detect any fraudulent or suspicious traffic, this could be calls in a certain timeframe, calls to specific destinations. A team of engineers is always standby to investigate these alarms.

Digihero actively monitors log files and actively triggers actions based on the content of the log files to defend against any hackers trying to gain access to the voice platform or user accounts.

Mitigation :

In case of detection of fraudulent traffic, Digihero will suspend the relevant account and collaborate with the customer and other involved parties for further investigation.

Traceback and Enforcement Cooperation

Digihero supports fraud prevention activities and will actively cooperate to respond in a timely matter to all traceback requests. Digihero cooperates with any official entity to

prevent/investigate/stop any illegal robocalling activities that use its service to originate calls including the FCC and law enforcement.