

Robocall Mitigation Plan

RMD Number: RMD0008518

FRN Number: 0031461197

Business Name: Diabolocom

Background

Caller ID spoofing happens when someone intentionally changes the caller ID to hide their real number. Scammers often use this to make a call look like it's coming from a trusted source (such as a bank or official agency) and trick people into answering or sharing personal details. This type of deceptive spoofing is illegal in the United States.

Robocalls are automated calls that play a prerecorded message. They are often used for telemarketing, political messages, or notifications, but many illegal robocalls use misleading or fraudulent tactics to target consumers.

Call forwarding with caller ID is a normal telecom feature that passes the original caller's ID when a call is forwarded to another number. However, if misused, it can help hide the true origin of illegal calls.

Purpose

The purpose of our Robocall Mitigation Policy is to prevent illegal or harmful calls, while allowing legitimate calls to reach their intended destination without disruption.

About Us

Diabolocom is a French company founded in 2005 that develops customer interaction management software for contact centers. It operates a model combining CCaaS software, hybrid cloud hosting, telecommunication services and solution integration.

Our Services

Cloud Contact Center (CCaaS) platform

AI solutions for customer relationship

Policy

Diabolocom is committed to protecting subscribers from unwanted and potentially harmful robocalls. To support this commitment, we have implemented the following robocall mitigation measures:

1. Registration with the Robocall Mitigation Database (RMD).

- Diabolocom are registered with the RMD (RMD0008518) as a Foreign Voice Service Provider.

2. Know your customer

- Diabolocom maintains a close relationship with all customers and keeps an internal customer database that is regularly updated as account information or business details change.

3. Telephone Number Verification

- All customer telephone numbers in US are hosted through our carrier partners, and the customer's right to use each number is verified and documented.
- Customers who wish to use a third-party US Caller ID may do so only by prior agreement with Diabolocom and in accordance with our terms and conditions. The right to use any third-party number is verified and recorded before activation.
- Outbound calls to US on our network can only be placed using a verified Caller ID—meaning a number that has been checked, approved, and assigned to the customer's account by Diabolocom.

4. STIR/SHAKEN Implementation

- Diabolocom uses its carrier partners for number hosting and for handling inbound and outbound calls. These carriers currently perform STIR/SHAKEN authentication on all Diabolocom call traffic.
- Whenever possible, Diabolocom routes calls that use U.S. caller IDs through the carrier partner that hosts those numbers for us (the "Primary Carrier").
- If the primary carrier is unavailable, calls may be routed through a secondary carrier.
- Diabolocom is currently in the process of obtaining its own STIR/SHAKEN certificate and upgrading its platform to digitally sign all outbound SIP traffic.

- Once Diabolocom obtains its own STIR/SHAKEN certificate, Diabolocom's carrier will support signing calls with **Full (A) Attestation** if the number is hosted by that carrier and with **Partial (B) Attestation** if number is hosted by another carrier for Diabolocom(verified number).
- When Diabolocom will upgrade its own platforms to digitally sign all outbound SIP traffic, all calls originating on our network from numbers which belong to Diabolocom hosted by any carrier will receive **Full (A) Attestation**, indicating that we have authenticated the customer and verified their authorization to use the calling number.