

Robocall Mitigation Plan

We follow the next steps to prevent Robocalls:

1.- Know your customer

- Performing checks on new clients to verify that their contact information matches their company.
- Every company must provide their tax ID and verification as to the nature of the business.

2.- Robocall mitigation

- We provide the DID's to our clients.
- If DID is not provided by us, we check the DID is from the end user.
- As we provide termination calls through our servers and we know the assigned DID, we force the callerID and the PAI for each call of the client.
- The client can not change or put their own callerID if not assigned to them.
- We make some checks to detect some suspicious traffic, like find Illegal robo-calling patterns, suspicious country destinations, block the source IP if many bad attempts are detected in a period, block malformed messages.

3.- Cooperation

- Our switching software allow us to comply with any request for traceback from law enforcement through the appropriate measures.