



Primisys Procedures for Performing Robocall Mitigation

Updated 10-6-2021

Monthly Checks

1. **Audit All Active VoIP Clients**
Make sure to verify that any inactive accounts are not sending out any voice traffic after their service has been disconnected by entering several phone logging systems and performing bulk searches against the logs.
2. **Active Monitoring of Calls**
Currently the NOC displays concurrent VoIP status to see how much overall usage is taking place from our network and servers. If there are any abnormal fluctuations, the raw CDR logs will be used in various systems to identify which client is causing the increased voice traffic.

Quarterly Checks

1. **Compare Quarterly Billing vs Prior Month**
Check and see if the usage is normal for the growth of new clients added in that quarter. If there is an unusual pattern detected, then further auditing of voice utilization would be compared at the weekly level of the last year and determine the source of the increase.

Annual Checks

1. **Compare Annual Billing vs Prior Year**
Check and see if the usage is normal for the growth of new clients added in that year. If there is an unusual pattern detected, then further auditing of voice utilization would be compared at the weekly level of the last year and determine the source of the increase.