

retarus (North America) Inc. – Updated Robocall Mitigation Plan

- retarus (North America) Inc. (“Retarus”) provides no voice services.
- Retarus provides cloud *fax* services to enterprise customers (“Customers”) only. Retarus does not provide its services to consumers. Retarus B2B Customers are either (i) connected directly (via APIs) to the Retarus system (“Retarus Cloud”) or (ii) transmit or receive data via individual transactions using e.g. SMTP/TLS, VPN/MPLS, FTPs/sFTP. Fax transmissions originating from and initiated by these Customers are processed in the Retarus data centers via the Retarus Cloud and are intended to be received by fax capable terminals only and are not intended to be delivered to or received by a voice telephone number.
- Outbound fax calls are tracked and fax traffic can be mapped to identify a Retarus Customer. Furthermore, in all cases where a Retarus Customer fails to signal a valid customer-specific sender number, a corresponding number will be allocated to the fax call automatically for sender recognition by the addressee. Contractual arrangements with all Customers prohibit unsolicited fax transmissions and require compliance with applicable laws and regulations, including but not limited to “DoNotCall” provisions.
- Retarus relies on several contractually bound telco carriers to complete fax transmissions over the PSTN using VOIP based dedicated connections between the Retarus Cloud and these carriers. In addition to Retarus’ own detection and prevention measures, Retarus relies on the carriers’ systems to identify and block illegal traffic (both inbound and outbound).
- Fax calls are logged during processing and a set of FRAUD analytics use cases is implemented with the Retarus SIEM for fraud prevention purposes. Traffic is monitored, suspicious patterns are detected, and alerted. Suitable measures such as blocking of numbers get triggered. Retarus does not use any third-party analytics vendor.
- Retarus provides and regularly updates both central blocklists and dedicated Customer blocklists. Retarus does not provide any distribution lists to Customers.
- Retarus has implemented dialing rulesets which prevent fax numbers to be dialed multiple times in a certain time frame.
- Processes have been established to track and respond to traceback requests from the Commission as well as inquiries from other authorities or Customers/recipients promptly.