

RokWeb Limited

Specific steps to mitigate robocalling

- 1 – Rokweb Limited client base is primarily composed of small business, online businesses and firms and provider of virtual number call forwarding service. we are not a 'general services' telecommunications provider. These clients/our service do not typically run any robocall campaigns.
- 2 - Rokweb Limited exercises strict control over who can send calls over our network. Customers do not have the credentials needed to connect high-volume 'robocalling' systems to the network to generate a large quantity of calls.
- 3 - Rokweb Limited Master Services Agreements and Security Policies state that high-volume automated calling is not permitted across our network, and any instances of such will result in the immediate termination of outbound calling services, without prior warning
- 4 – Rokweb Limited NOC team has deployed an automated QA / call analysis system, which has the primary goal of providing call quality metrics to our NOC and support teams. However, it has also been configured to alert our NOC and support teams to high-volume call or call attempt incidents, to ensure that any robocalling or unexpected fraudulent activity (such as toll fraud) is immediately visible. Should these alerts be sent, the NOC and customer support teams can take quick action to review and block the unauthorized calls.