



Solomon Telekom Robocalls / SPAM Calls Mitigation Plan

First line of security is achieved with the benefits of Session border control (SBC). All international VOIP carriers are exiting and entering Solomon Telekom Network via Session Elements which basically controlling, managing and also providing security by means of protecting and detecting frauds.

Solomon Telekom has undertaken the following measures to mitigate robocalls on its network:

a. Monitoring:

Solomon Telekom monitors network traffic to assure the service and quality of international traffic. A non-intrusive CDR based Fraud System via CATALEYA SBC is in place to alert on traffic case involving intermittent bursts of high activity, suspiciously low call completion rates/short call duration and invalid number ranges.

In addition, our FIXED CORE can also monitors and alert on suspiciously high volume traffic and patterns.

b. Investigation:

Once suspicious traffic has been alerted, Solomon Telekom will collaborate with customers, carriers and providers expeditiously and in good faith to determine the legitimacy of the traffic. Solomon Telekom is also committed to respond in a timely manner to OPTUS, TELSTRA, TNZ and other licensed international voice calls providers for any trace back request.

c. Blocking and suspending:

Once fraudulent traffic has been identified, Solomon Telekom will suspend and block immediately the customer/carrier originating the suspicious traffic.

Solomon Telekom is constantly working on improving the tools that can help to prevent and detect any kind of fraudulent traffic and Solomon Telekom management will implement such measures and procedures without undue delays.