

this is United-systems Robocall mitigation method, We are using QuestBlue systems to stir/shaken our calls and we follow the same Guidelines as they do below.”

QuestBlue Systems, Inc is actively engaged in the following Robocall Mitigation Methods.

2/21/2024

BLACKLISTS

- Calling telephone number or prefixes
- Calling SPIDs (OCNs) that are not yours
- Calling Locations states/provinces/regions that are not identified by the client as locations.
- Improper ANI
- IP Addresses that are identified as robo callers
- Monitoring user agents that are used by robo callers.

When a call is identified by a blacklisted attribute, we will block the call.

Utilizing Reputation Scoring on traffic

- Constantly monitoring traffic for bad reputation

Low ASR and ALOC

- Monitoring systems in place for immediate lookup of clients activity and statistics.

CDR Analysis

- We are constantly engaged with CDR monitoring for identifiable markers on bad traffic.

Fully implemented on STIR/SHAKEN

As we identify traffic that is not in compliance is subject to review or removal from our network. We immediately communicate to interconnected carriers on our network. We immediately block access to our network, and report to anyone in our carrier group what we have discovered potentially poor traffic resulting in a permanent ban on our network and portals. If we suspect anything could be wrong, we immediately contact our interconnected carriers for verification of what we found and take immediate action.

Any client that is found to be in violation of our AUP will be immediately removed with zero tolerance of being allowed back on our network.

All new clients that are reselling our services are required to follow all the FCC rules for reselling telecommunications and be registered with the RMD. Even in the event we are working with a BPO and they are the end users, we still require a full RMD plan to be in place.

Comments or questions can be sent to carriersupport@questblue.com