



Robocall Mitigation Plan

Vyshetel Limited is an interconnected service provider, used and enjoyed by small business to enterprise customers.

Traceback

We promptly respond to call traceback requests from; the Commission, law enforcement and the traceback consortium and to cooperate with such entities in investigating and stopping any illegal robocallers initiating calls.

STIR/SHAKEN

All the voice traffic that originates on our network is subject to our caller-id whitelisting process. Should a customer intend on using a caller-id not purchased from Vyshetel Limited, said number must be verified before use. Calls with an unverified number will be dropped.

Mitigation

Our onboarding and KYC process ensures an agreement is in place which identifies the signing parties and, in most cases, personal identification.

All calls are screened by our in-house built switch to identify calling patterns like those of robocalls, which are investigated by our support team.

Vyshetel Limited will block services to a customer if it determines that the customer is using the services for illegal robo-calling services for illegal robo-calling