

NUACOM Robocall Mitigation Process

NUACOM has an established robocall mitigation process to prevent robocalls and spam/fraud in its network.

The Company has not implemented STIR/SHAKEN authentication framework on any portion of its network.

However, all calls that originate from the Company's network are subject to a robocall mitigation process.

Only numbers owned by a customer and present in the whitelist management system are allowed to be used for outgoing calls and only numbers owned NUACOM as an operator are allowed to be present in the whitelist management system.

This also means that if a customer tried spoofing caller id, those calls would be denied by NUACOM's system by design.

NUACOM uses blacklist to block fraudulent destinations and uses internal tools to detect fraud/spam by CDR analysis by looking at anomalies.

All subscriber accounts have limitations placed upon them to prevent misuse of the Company's service.

NUACOM actively monitors, detects, and terminates abuse.

If anything can be done by NUACOM to reduce robocalls or any other type of fraudulent traffic, NUACOM is happy to assist and help.