

Measures taken by IN-telegence GmbH to prevent illegal robocalls in the USA

1. IN-telegence - network operator since 1998:

IN-telegence has been a network operator for voice services registered with the German Federal Network Agency since 1998 and has been switching numbers in its network for customers ever since. International numbers are usually switched for customers via partners in the country of origin of the number, as is the case in the United States.

2. Contractual obligations of customers:

All customers of IN-telegence are contractually obligated to comply with the legal requirements of the country from which the number they use originates, in this case the regulations of the USA. Customers who use international telephone numbers are also contractually obligated, when setting up outgoing calls, to use as the calling line identification (CLI) a telephone number that they have either received directly from IN-telegence for use or for which they have provided evidence of a right of use.

3. Technical measures:

IN-telegence shall terminate calls with international numbers via partners in the country of origin only with a caller identification number (CLI) which IN-telegence has been assigned and has itself provided to the Customer for use or for which the Customer has provided evidence of a right of use. Calls set up by the customer with other CLIs are prevented.

4. Fraud prevention:

In addition, IN-telegence analyzes the outbound calling behavior of customers as part of fraud prevention measures in order to identify and limit abusive calls (e.g. robocalls) and to take action against them within the scope of legal possibilities. Among other things, the time, number and duration of outbound calls are analyzed.

5. Sanctioning of illegal robocalls:

In the event of abusive calling behavior or suspicion of such, IN-telegence will take immediate action to stop illegal robocalls, for example. Depending on the established facts and/or calling behavior, IN-telegence will either first give the Customer the opportunity to comment or immediately block the telephone number for use and/or terminate the contractual relationship with the Customer.

6. Cooperation with national and international authorities:

IN-telegence cooperates both nationally and internationally with law enforcement and other authorities and will also cooperate with the Commission, law enforcement agencies and the industry traceability consortium in investigating and stopping illegal robocalls.

7. Outbound Calls with German Caller Line Identification (CLI):

The actions outlined in 4. - 6. above will also be taken if IN-telegence, as part of its fraud prevention efforts or through consumer complaints, determines that a customer is setting up robocalls to the U.S. from Germany using German Calling Line Identification (CLI) numbers.

IN-telegence GmbH, 2023