

Measures taken by TENIOS GmbH to prevent illegal robocalls in the USA

1. TENIOS – network operator since 2001:

TENIOS is a network operator for voice services registered with the Federal Network Agency in Germany since 2001 and has been switching numbers for customers in its network ever since. International telephone numbers are usually switched for customers via partners (e.g. bandwidth Inc.) in the country of origin of the telephone number, as is also the case in the USA.

2. contractual obligations of the clients:

All customers of TENIOS are contractually obliged to comply with the legal requirements of the respective country from which the telephone number they use originates, in this case the regulations of the USA. Customers who use international telephone numbers are also contractually obliged to use a telephone number as the calling line identification (CLI) when making outgoing calls, which they have either received directly from TENIOS for use or for which they have provided proof of a right of use.

3. Technical measurements:

TENIOS will only terminate calls with international numbers via partners in the country of origin with a caller identification number (CLI) which has been allocated to TENIOS and has been 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, TENIOS telegence analyses the calling behaviour of customers in outbound calls as part of fraud prevention measures in order to identify and limit abusive calls (e.g. robocalls) and to intervene against them within the scope of legal possibilities. Among other things, the time, number and duration of outbound calls are analysed.

5. sanctioning of illegal robocalls:

In the event of abusive calling behaviour or suspicion of such, TENIOS will immediately take measures to prevent illegal robocalls, for example. Depending on the facts established and/or the calling behaviour, TENIOS 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:

TENIOS is cooperating with law enforcement and other authorities both nationally and internationally and will also cooperate with the Commission, law enforcement agencies and the industry trace consortium in investigating and stopping illegal robocalls.

7. outgoing calls with German caller ID (CLI):

The measures outlined in sections 4. - 6. will also be taken if TENIOS, as part of its fraud prevention or through consumer complaints, discovers that a customer is setting up robocalls to the USA from Germany with a German caller ID (CLI).