

Robotic call mitigation procedure

2023

Dear Federal Communications Commission we are a spanish operator who offers telephony, internet and other cloud services to companies. Our main business is based on nacional/spanish traffic and we have a small quantity of international traffic. Some of our clients have headquarters in other countries like the USA that's why we have a small quantity of calls to the USA.

Due to the small business we have with the calls to the USA we have not implemented a stir shaken solution but the carrier we use they have this implementation.

We present below some of the steps we have taken to avoid robotic calls:

- ❖ Voice traffic quality monitoring every day several times - ACD and ASR control
- ❖ Inbound call check
- ❖ Massive call alarms for international traffic
- ❖ In case of complains from our providers we answer as soon as possible and we have the ability to block massive robotic calls
- ❖ Fraud detection system for international calls - billing and minutes daily control of all our clients
- ❖ We use international providers with stir shaken implementation