

FLOWCALLS PRIVATE LIMITED ROBOCALL MITIGATION PLAN OVERVIEW

This document provides the information required by Commission's Rules, 47 C.F.R. § 64.6305(b)(2), and

explains the specific steps Flowcalls is taking as part of its robocall mitigation efforts.

Flowcalls is an India-based licensed ISP and ITSP, providing international telecommunications

services in accordance with applicable laws and regulations in India.

STEPS TAKEN BY Flowcalls TO PREVENT ILLEGAL ROBOCALLS FROM ORIGINATING FROM ITS PLATFORM

Customer Documentation

Flowcalls collects proof of identity & address while on-boarding a customer. Have specific agreements with the customer explaining the platform usage terms.

Illegal Robo call Mitigation:

We use several data analytics methods to detect illegal robo-calling patterns such as short but intense

calling period, calls of similar length. High volume call termination to particular destination from a single

or series CLI

Suspicious cases we request the carrier to verify the calling numbers and partially block & approach the

carrier for resolution.

Industry cooperation:

We fully cooperate in industry trace back efforts and law enforcement requests.