

Robocall Mitigation Process

Document Revision History

Version	Date	Details
1.0	April 14 th 2023	Initial Document Creation

Purpose

This document specifies the process followed by Exponential-e Limited to mitigate robocalls.

Exponential-e has outlined the following process to mitigate robocalling so that any illegal robocalls do not impact our customers severely.

Below are the processes that Exponential-e follow to mitigate any illegal robocalls.

Blacklisting

- 1) Blocking malicious IP addresses of the illegal robocalls.
- 2) Blocking any rogue user agents attempting to register to the Exponential-e managed session border controllers.
- 3) Blocking country codes which generate any high numbers of illegal robocalls.
- 4) Blocking calling or called number prefixes.
- 5) Blocking based on certain calling and called prefix locations.

Working with the Upstream Carrier

Exponential-e work closely with our upstream carrier to ensure that the STIR/SHAKEN solution is implemented as all our incoming and outgoing call traffic will traverse through our upstream carrier.

Call Traffic Monitoring

Exponential-e monitor all inbound and outbound traffic with alerting and email triggers in place to notify the UC architect team in the event on any unusual behaviour in call traffic. These alerts are also sent to our 24/7 service desk team for any unusual events that occur out of hours.

Call Traffic Analysis

Exponential-e has implemented a call traffic analysis system to report on any call trends such as failed calls and high number of call volumes, with low call durations based on customers source numbers or IP addresses. Daily reports are generated with these parameters and sent to our UC architect team for analysis to identify any anomalies in the call traffic.

