

Robocall Mitigation Policy

Rigel Voice Limited is a small wholesale voice service provider with SIP services. Below are the steps taken to mitigate robocalls passing through our network.

Know Your Customer

Rigel Voice utilizes the mitigation technique of "Know Your Customer." Rigel Voice Limited is a small provider that maintains a close relationship with its customers. Its customers are generally tier 1 telecom operators. We get tax id and verification details from all of our customers, and we verify addresses.

Network Monitoring

Rigel Voice is actively monitoring calls that pass through our networks and we monitor average call duration, we have automated reports in place which triggers alerts in case of unusual traffic. We continuously look out options for additional network monitoring to allow it to flag call patterns indicative of potential illegal robocalling and update our plan accordingly.

Traceback and Enforcement Cooperation

Rigel Voice Limited will actively cooperate with the traceback community including the FCC, law enforcement, and The Industry Traceback Group (ITG) to investigate and stop illegal robocalls. Rigel Voice Limited will dedicate sufficient resources to provide prompt and complete responses to traceback requests.