

IDS-Indata Robocall Mitigation Program

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EXECUTIVE SUMMARY

Headquartered in Malvern (United Kingdom) IDS-Indata is a multinational fixed telecommunications provider offering voice services to commercial business customers.

IDS-Indata is committed to fight fraudulent voice traffic, especially from illegal robocalls. As part of IDS-Indata's submission to the Robocall Mitigation Database, this document describes :

- IDS-Indata's commitment to respond fully and in a timely manner to all traceback requests from the Commission, law enforcement, and the Consortium, and to cooperate with such entities in investigating and stopping any illegal robocalls.
- IDS-Indata's policies to screen new customers.
- IDS-Indata's contractual terms which aim to prevent the use of IDS-Indata's services for any fraudulent or unlawful purposes.
- IDS-Indata's technical controls to detect and block fraudulent traffic, including illegal robocalls.
- IDS-Indata's commitment to continue to develop and fight illegal calls including robocalls.

THE OBJECTIVE COLLABORATION WITH THE COMMISSION AND AUTHORITIES

IDS-Indata is committed to responding fully and in a timely manner to all traceback requests from the Commission, civil and criminal law enforcement, and the US Telecom's Industry Traceback Group (i.e. the Consortium). IDS-Indata is committed as well to cooperate with such entities in their investigation and will provide the required help to stop illegal robo-callers from using its service in a fraudulent manner. IDS's anti-fraud team will coordinate IDS's response to traceback requests from the Commission, civil and criminal law enforcement, and the Consortium. IDS-Indata is committed to take steps to effectively mitigate illegal traffic when it receives a written notice of such traffic from the Commission. IDS-Indata will promptly report the results of its investigation to the Enforcement Bureau, including steps taken to effectively mitigate the identified traffic if it proves to be fraudulent or illegal.

SCREENING NEW CUSTOMERS

IDS-Indata has established and implemented comprehensive vetting policies to know its customers before providing any service. Such measures are constantly reviewed and improved to prevent a situation in which IDS's services are being used to generate any illegal or fraudulent traffic. When onboarding a new customer, to the best of its abilities, IDS-Indata diligently considers public notices and official communications from regulatory authorities and law enforcement agencies that concern the potential customer.

GENERAL TERMS AND CONDITIONS

IDS-Indata's current general terms and conditions prohibit the use of its services for any fraudulent or unlawful purposes. If IDS-Indata reasonably suspects that any of its services is being used for fraudulent or unlawful purposes, IDS-Indata reserves the right to suspend or terminate such service. IDS-Indata does not and will not hesitate to enforce such contractual terms.

CONTROLS ON VOICE TRAFFIC/ FRAUD MANAGEMENT

IDS-Indata has its own fraud management system to automatically detect voice frauds via Call Detail Records (CDRs) analysis. The Voice Anti-Fraud Operational team takes all the necessary measures to block fraudulent traffic including illegitimate robocalls, spams calls and calls with spoofed CLI. Furthermore, IDS-Indata is proactively collaborating with other service providers and interconnection partners to detect and block fraudulent traffic.

IDS-INDATA'S INITIATIVES TO FIGHT FRAUD AND ILLEGAL CALL

IDS-Indata is committed to fight fraudulent and illegal voice traffic, especially from robocalls. IDS-Indata has implemented the tools, processes, resources and contractual terms to meet its commitments to fight against fraud. IDS-Indata will continue to develop its anti-fraud practices always aiming to be one step ahead of the fraudsters. IDS-Indata certifies to the best of its knowledge and belief that effective February 5th, 2024, it has in place a robust Robocall Mitigation program.



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