

BH TELECOM JSC Robocalling Mitigation Actions

BH Telecom JSC is the leading telecommunications operator in Bosnia and Herzegovina in fixed, mobile and broadband markets.

BH Telecom JSC has a highly experienced management and professional employees completely dedicated to providing the highest service quality, and at the same time focused on preventing any possible irregularity of voice traffic termination, including robocalls generated in its own network or received from its international partners.

BH Telecom JSC continuously monitors the entire traffic originating from its own network, as well as the traffic transiting through its network (including the traffic terminating in the USA).

To monitor, detect and prevent any potential fraud traffic (including Robocall activities), whether such traffic originates from BH Telecom's network or transits through its network, BH Telecom JSC applies various systems and solutions.

BH Telecom activities aimed at fraud prevention are as follows:

- Systems and solutions for detecting and preventing any type of potentially fraudulent traffic, including illegal robocalls. These solutions include:
 - Traffic monitoring (24/7)
 - Detection (numbers, number ranges) of callers generating an unusually large number of calls to a lot of B numbers within a specific time frame;
 - Detection (numbers, number ranges) of callers generating an unusually large number of short calls to various B numbers within a specific time frame;
 - Detection (numbers, number ranges) of callers having unusual or incorrect formats and generating a large volume of traffic;
 - Application of Black lists (blocking A-numbers and/or B-numbers);
 - Detection of VoIP traffic (SIM Box);
 - Detection of Wangiri traffic;
 - Detection of CLI Spoofing.
- BH Telecom JSC takes an active role in the telecommunications industry, cooperates with carriers and providers of communications services worldwide in fighting against telecommunications frauds, and participates in the work of international organizations such as GSMA.
- BH Telecom JSC applies the contractual clause against retail frauds, and thus all BH Telecom's retail contracts contain such antifraud clauses stating in detail which types of traffic activities are not tolerated. BH Telecom JSC may suspend the service provision to customers that infringe the above clause, or even terminate the contracts with such customers.
- BH TELECOM JSC constantly improves the measures for fraud detection and protection from SPAM and Robocall activities.