

Ridhi Sidhi Technologies Solutions ROBOCALL MITIGATION ACTION PLAN OVERVIEW

Ridhi Sidhi Technologies Solutions is a cloud voice service provider serving fewer than 50,000 voice service subscriber lines to individuals, businesses and call centers. Our Robocall Mitigation Programme is centered on following

Know Your Customer (KYC) & Technical Limitations

RIDHI SIDHI TECHNOLOGIES SOLUTIONS utilizes a mitigation technique of “Know Your Customer.” We maintains a close relationship with each of our clients and the Brands that they are part of. Generally, each of these clients are small businesses without sufficient customers that could be reached by a high enough volume of call traffic associated with robocalling making it easier to monitor the overall traffic for spikes in traffic indicative of robocalling activity. Technical limitations are in place as well. Customers do not have direct access to SIP endpoints nor have the ability to perform any outbound calls over our network without utilizing software built into RIDHI SIDHI TECHNOLOGIES SOLUTIONS’s password-protected systems The technology provided to our clients limits activity to one-to-one communications.

Network Monitoring System

We keeps track of all outbound calls generated from networks and monitors it for any Activity/indicative of Robocalling. We has an alert set to proactively notify our NOC team of suspiciously high volume of calls originating from any of the numbers that we provide to our clients.

Declaration:

While Performing Robocall Mitigation. We certify that we shall respond to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robo callers that use its service to originate calls, and that none of the voice traffic that originates on its network is authenticated with STIR/SHAKEN, and that all of the voice traffic that originates on our network is subject to a robocall mitigation program.

We also certifiy that the attached searchable PDF details the specific reasonable steps it has taken to avoid originating illegal robocall traffic as part of its robocall mitigation program