

Robocall Mitigation Plan

Company Name: mgi media GmbH

May 2024

Contact Information:

Address: Baarerstrasse 48, 6300 Zug, Switzerland

Email: info@mgi-management.com

Mgi media is committed to mitigating unlawful robocalls. Our robocall mitigation plan encompasses a multi layered approach involving advanced technology and continuous monitoring to identify and prevent illegal robocall traffic.

1. Implementation of Fraudbuster and Antifraud Protocols

To enhance traffic monitoring and combat fraud (including robocalls) we have fully implemented various protocols across our network. This technology ensures that the caller ID information is authenticated and validated, reducing the likelihood of fraudulent calls.

2. Call Blocking and Filtering Mechanisms

We have deployed call blocking and filtering solutions to detect and block unlawful fraudulent traffic (such as robocalls). These systems leverage real time analytics to identify suspicious calling patterns and block calls originating from known illegal (robocall) sources.

3. Customer Notification and Reporting

Our customers are provided with tools and information to identify and report suspected robocalls. Our network operations team handles such reports and takes immediate action. Customers can report suspicious calls to our helpdesk via email.

4. Carrier and Partner Collaboration

We collaborate closely with upstream and downstream carriers and industry partners to share information about known robocall sources and trends. This cooperative effort helps in the rapid identification and mitigation of illegal robocall activities.

5. Continuous Monitoring and Compliance

Our network operations center continuously monitors call traffic for anomalies and potential robocall activities. We conduct regular audits and adapt our mitigation strategies to address emerging threats

6. Employee Training and Awareness

All employees involved in call handling and network management receive regular training on the latest attempted fraud techniques. This ensures that our staff is well equipped to identify and respond to potential robocall and any other fraudulent threats.

7. Reporting and Record Keeping

We maintain detailed records of our mitigation efforts, including blocked calls, customer reports, and internal audits. These records are reviewed regularly to assess the effectiveness of our mitigation strategies.

Conclusion

Mgi media is dedicated to protecting customers from unlawful robocalls and maintaining the integrity of communication services. Our comprehensive robocall mitigation plan reflects our commitment to proactive and effective measures against robocalls and fraud in general.