

Mitigation Program for Fraudulent Calls and Robocalls

1. Scope

SmartTel Plus OU has established a comprehensive plan to mitigate unsolicited calls, robocalls, and fraudulent calls (the “Mitigation Plan”). This plan outlines the necessary actions to prevent, detect, and respond to such calls, along with the measures SmartTel Plus OU undertakes in this regard.

2. Introduction

Unsolicited calls, robocalls, and fraudulent calls pose significant threats to the telecommunications sector and its users. SmartTel Plus OU conducts risk assessments within its risk management framework to address these threats. Consequently, it has defined robust policies and procedures to prevent service abuse effectively.

3. Responsibilities

The Compliance Department, led by its Manager, is responsible for verifying customer accounts, granting service access, and monitoring account activities in compliance with relevant laws and this plan. The Technical Department, under its Manager, is tasked with monitoring systems for any unusual activities.

4. Prevention and Management of Service Abuse

This plan aims to ensure that SmartTel Plus OU can safeguard its customers, brand, reputation, and the public interest from potential or actual cases of service abuse or fraud. The management of unsolicited calls, robocalls, and fraudulent calls involves both proactive and reactive strategies:

4.1 Proactive Strategies

- 4.1.1 Implementation of “Know Your Customer” (KYC) procedures.
- 4.1.2 Continuous monitoring of high-risk accounts.
- 4.1.3 Verification and due diligence processes for new users.
- 4.1.4 Administration of contracts.
- 4.1.5 Ongoing surveillance of call flows for irregular or abnormal activity.

4.2 Reactive Strategies

- 4.2.1 Collaboration with reporting entities and participation in traceback procedures.
- 4.2.2 Audits of Customer Account Activities.
- 4.2.3 Enforcement of Contractual Agreements.
- 4.2.4 Execution of Corrective Actions.