

Robocall Mitigation Plan

Sey NET MEDIA, located in Indonesia, stands as a leading communication service provider, providing a wide array of services designed to cater to the varied requirements of our customers. Dedicated to achieving the highest standards and introducing new technologies, we excel in delivering advanced voice solutions that enable companies to communicate both effectively and efficiently. Our offerings include voice over internet protocol (VoIP) telephony, business telephone systems, interactive voice response (IVR) systems, and additional services.

The Robocall Mitigation Program is a system designed to reduce the occurrence of irritating and occasionally hazardous automated telephonic messages, frequently referred to as robocalls. This program encompasses a range of approaches, technologies, and regulations designed to prevent these calls from disturbing you and your business operations. We employ techniques and strategies to detect and block robocalls before their arrival, ensuring your phone lines remain unobstructed for critical communications. By implementing this program, you can concentrate on your tasks without being disrupted by unsolicited calls. Additionally, our automated system reads the waveform of the caller to eliminate silent or annoying sounds to drop unwanted calls.

We promptly respond to all traceback requests. Upon receiving a traceback request, we thoroughly examine the Call Detail Records (CDRs) of the customer who initiated the request within the past 30 days. This enables us to identify any anomalies or inaccuracies. Subsequently, we engage in a conversation with the customer to provide an explanation of our findings in their CDRs and address any issues pertaining to the specific example they inquired about.

Our objective is to assist in initiating legal proceedings against individuals or entities engaged in robocalling. This involves immediate blocking of all types of business with them to put an end to their operations. Through these efforts, we strive to disrupt the activities of robocallers and safeguard businesses from their bothersome and potentially detrimental practices.