



Robocall Mitigation Plan

This Robocall Mitigation Plan describes the different strategies in place to fight against, mitigate and take proper actions when required.

Known Phone Calls:

We contact our customer's users on their behalf, we are not opening VoIP traffic to them.

Traceback Requests:

We are committed to respond in a complete and timely manner to all traceback requests from the Federal Communications Commission, law enforcement, state attorneys general, among others. Traceback requests can be sent to voip@optimasystems.ai.

Telephone Number Validation:

Telephone Number Validation is requested when our customers would like us to use a different phone than the ones provided under their accounts, same applies for CNAM.

Traffic Monitoring:

Our monitoring servers are reviewing traffic to point out suspicious call patterns as:

- Calls per minute.
- Average call duration.
- Short call duration.
- Successful vs unsuccessful call rates.
- Call volume during business hours and afterhours.
- DID reputation.
- High cost call duration.