

Telcwise s.r.o – Robocal Mittigation program.

Telcwise is a telecommunication provider licensed in the Czech Republic with small traffic. We know every customer we do KYC for our customers before we allow them to use our services. We are ready to cooperate in case any robocall activity will be detected, i.e. we commit to fully and timely respond to all traceback requests and to cooperate in investigating and stopping illegal robocalls using our service.

Telcwise´s various actions applied to achieve robocall mitigation program:

- 1) The action to block spoofed and hijacked numbers, repeating calls from one concrete A-number or group of A-number. Automatic 1 hour filter is in the use when big bulk of the traffic with same A-number is seen or unexpected big volume of the traffic to some destinations. The system is operating 24/7.
- 2) Using of „blacklist“ of spam and fraudulent destinations. This list is properly updated each month with the cooperation of our group mobile operators.
- 3) Monitoring of the quality parameters – ACD, ASR, NER on daily basis with proactive system´s alarms. Alarms are automatically send by email to our NOC/NMC team.
- 4) Cooperation with the Telecommunication Authorities, law enforcements and other authorities to investigate and stop any illegal calls.
- 5) Cooperation with the telecommunication partners on the domestic and International level to detect and stop or block any spam or fraudulent traffic