

Robocall Mitigation Program Description for TDS Limited doo

TDS Limited doo (Hereafter TDS) is a licensed VoIP provider company that is organized and exists under the laws of Republic of Serbia. TDS offers hosted PBX and SIP trunking to enterprises of all sizes. Our customers are exclusively business end-users; we do not offer services to other telephone service providers or individuals. Our customers interconnect with us over the public internet using their own broadband service.

Know Your Customer:

Each TDS customer must provide a physical business address, business registration, and name and contact information for at least one responsible individual. The business must have a web presence and contact email must be a domain dedicated to the business. We cross-check and verify all these items and refuse to serve customers that are in any way suspicious.

Rate Limits:

All callers are limited in the number of outbound calls they can initiate per minute and the number of concurrent calls allowed. These limits are set on a customer-by-customer basis based on conversational calling expectations given their business profile.

Caller-ID:

We provide our customers with their telephone numbers (DIDs). All outbound calls must use a Caller-ID from that customer's pool of numbers assigned by us. These conditions are checked by our switch before the call is sent onward.

CDR Monitoring:

TDS assesses each customer's traffic on a regular basis. We examine a set of metrics (number of call attempts, answer seizure ratio, average call duration, fraction of calls shorter than 60 seconds), looking for: (a) signs of automated dialing; (b) significant change from that customer's historic usage. Any anomalies result in immediate engagement with the customer.

Traceback:

In accordance with compliance with relevant requirements, TDS shall cooperate with valid traceback requests from the authorized authorities to the utmost technical and reasonable degree possible.

Extension:

TDS is subject to a STIR/SHAKEN implementation extension since it provides services to fewer than 100,000 voice subscribers. TDS does not have direct access to numbering resources, we get our numbers via another wholesale provider.