

Robocall Mitigation Program

Rules that used in BGTEL Ltd for mitigating risk of robocall are:

1. All customers limited to use specific IP addresses for VoIP - Each BGTEL 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. The business must be registered. Payment must be via credit card or bank transfer. We cross-check and verify all these items and refuse to serve customers that are in any way suspicious. We do not serve foreign customers.
2. Active billing with 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. A medium-sized business with 50 employees would be allowed 20 simultaneous calls and would be able to initiate 10 calls per minute.
3. Strict CallerID - We provide our customers with their telephone numbers (DIDs); customers can port their numbers to BGTEL if they choose. All outbound calls must use a Caller-ID from that customer's pool of numbers assigned by us. The only exception is forwarded calls; in these cases, the call must include a DIVERSION header that contains a number assigned to that customer by NGTEL. These conditions are checked by our switch before the call is sent onward.
4. CDR Monitoring – BGTEL assesses each customer's traffic on a weekly 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 to obtain a thorough, definitive explanation. If not resolved within 7 business days, the customer's service is suspended.

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