

Robocall Mitigation Program

Rules implemented by ZenCodeo OOD to mitigate the risk of illegal robocalls, designed to meet regulatory requirements and best practices:

1. **Customer Authentication** – ZenCodeo performs thorough Know Your Customer (KYC) checks before allowing new customers or entities to originate calls. This includes verifying the identity, legal standing, and business operations of the customer.
2. **Call Traffic Monitoring** – ZenCodeo monitors outbound call traffic continuously for abnormal patterns, such as sudden surges in call volumes, extremely short call durations, or large quantities of unanswered or failed calls. These can be signs of illegal robocall activity.
3. **Strict CallerID** – We provide our customers with their telephone numbers (DIDs); customers can port their numbers to ZenCodeo if they choose. All outbound calls must use a Caller -ID from the customer's pool of numbers assigned by us.
4. **Record Keeping and Reporting** – ZenCodeo maintains detailed logs of all call traffic, including originating numbers, call durations, and traffic patterns. They are available for traceback or investigation purposes.
5. **Periodic Review and Update** – ZenCodeo plans to review the robocall mitigation program monthly and to update procedures, detection mechanisms, and blocking rules in response to emerging robocall tactics and technological advancements.

21.10.2024

Grisha Ivanov – Managing Partner @ ZenCodeo

Sofia, Bulgaria