

HPCI INCORPORATED Plan for Mitigating Unsolicited, Fraudulent, and Automated Calls

Scope:

HPCI INCORPORATED has a Mitigation Plan to reduce unsolicited, automated, and fraudulent calls. This plan covers actions to prevent, detect, and manage such calls and any relevant measures taken by HPCI INCORPORATED.

Introduction:

Unsolicited, automated, and fraudulent calls threaten the telecom industry and customers. HPCI INCORPORATED evaluates risks within its risk management framework and has established policies and procedures to prevent service misuse.

Responsibilities:

- **Compliance Department:** Verifies customer accounts, authorizes service access, and monitors accounts per legal and policy standards.
- **Technical Department:** Monitors systems to detect unusual activity.

Service Abuse Prevention and Management:

This plan ensures HPCI INCORPORATED protects customers, brand, and public interest from potential or actual service abuse. Key actions include:

- Proactive management
- “Know Your Customer” (KYC) procedures
- Continuous monitoring of high-risk accounts
- New user verification and due diligence
- Contract management
- Regular call flow monitoring for irregular activity
- Reactive management
- Collaboration with reporting entities and participation in traceback procedures