

UC-Reseller Robocall Mitigation Policy 2024

1 Scope

UC-Reseller (Initial IT Services Ltd t/a UC-Reseller) implements measures to mitigate unsolicited calls, robocalls and fraudulent calls (the “Mitigation Plan”). The Mitigation Plan specifies the actions required to avoid, identify and respond to such calls and to any measures concerning them taken by UC-Reseller.

2 Introduction

Unsolicited calls, robocalls and fraudulent calls represent a serious threat to the telecommunication industry and its customers. UC-Reseller analyses and evaluates the risks facing the company and its business environment within the framework of UC-Reseller risk management system. Consequently, clear policies and procedures for overall prevention of service abuse framework have been defined.

As a UK Network we have not implemented STIR/SHAKEN.

3 Responsibilities

The Account Management Department and staff are responsible for verifying Customer account, authorising access to services and monitoring account activity in conformity with the applicable laws and this plan.

The Support Department and staff are responsible for systems monitoring and identifying and reviewing any abnormal activity.

4 Collaboration with the Commission and authorities

UC-Reseller is committed to responding in a timely manner to all traceback requests from the Commission, Civil and Criminal Law Enforcement agencies and USTelecom's Industry Traceback Group.

UC-Reseller will work with the agencies during their investigations and will help stop illegal robocallers from using its network in a fraudulent or unlawful manner.

UC-Reseller's support team will coordinate UC-Reseller's response to traceback requests from the Commission, Civil and Criminal Law Enforcement agencies and the Consortium.

UC-Reseller is committed to mitigating illegal traffic when it receives a written notice of such traffic from the Commission. UC-Reseller will update the Enforcement Bureau with the results of their investigation and the steps taken to effectively mitigate the traffic if it is proven or suspected as being fraudulent or illegal.

5 Prevention and management of service abuse

The aim of this plan is to ensure that UC-Reseller is adequately equipped to protect its customers, brand, reputation and public interest from suspected or actual cases of service abuse or fraud.

Management of unsolicited, robocalls or fraudulent calls mitigation plan consists of:

5.1 Proactive management

5.1.1 “Know Your customer” (KYC) procedures

5.1.2 Constant high risk account monitoring

5.1.3 New user verification and due diligence process which is repeated throughout the life of the relationship.

5.1.4 Contract administration including specific terms precluding any kind of illegal use of our network.

5.1.5 Constant call flows monitoring of abnormal or irregular activity

5.1.6 Only allowing known CLIs to be used for call origination

5.1.7 Working with our carrier partners to identify and restrict robocall traffic and we have a response process for any complaints or reports received.

5.2 Reactive management

5.2.1 UC-Reseller take all complaints seriously and operate a zero-tolerance policy. Any reports of misuse are thoroughly investigated to ensure our customers are not in breach of our terms of service. Any customer found to be in breach of this will have their services cancelled.

5.2.2 UC-Reseller work closely with regulators, providing information requested for external investigations, we also participate in traceback procedures.

5.2.3 Customer account activity audit, and regular customer account management reviews.

5.2.4 Enforcement of the contract

5.2.5 Corrective actions

6 Point of Contact for Traceback Requests

UC-Reseller NOC

supportdesk@uchelpdesk.co.uk