

Mitigation Program Description

As a transit voice operator Nord Connect has specific KYC requirements in place for onboarding new B2B partners:

- Registration documentation including Business registry excerpt
- References from other 3 telecom companies who already work with this partner
- Contact information of CEO and CCO
- Bank guarantee letter
- Small initial credit limit (up to a 1000€)

From the technological standpoint our company constantly monitors traffic activity on our switches, checking ASR, ACD and other live information. We prevent flash calls, 1 second calls and calls without CLI, having an AI anti-fraud system in place.

In addition to abovementioned, we monitor fake CLI activities and block such traffic as well. We also check with partners whose DID numbers are being used and whether they have an agreement with such company with permission to use those numbers. Our routes are free from Spam and CC traffic.

Our aim is to work with Tier1 and Tier2 telecom companies only. This prevents potential fraud instituted by smaller enterprises who try to send spam traffic and get paid for it as soon as possible.

All of our service agreements are at least 30/45 in payment which allows us to evaluate the situation and make sure that there are no disputes. In addition, disputed traffic has 6 months waiting period in order to be evaluated. Meaning, we have the right to dispute traffic within 6 months period from invoice issuing and not issue payment.