

Robocall Mitigation Plan

Objective

To identify, prevent, and mitigate unauthorized robocalls originating from or affecting our network while ensuring compliance with local and international telecommunications regulations.

1. Know Your Customer (KYC) Procedures

To prevent misuse of telecommunication services, we will implement stringent KYC protocols for all clients:

a. Customer Verification

- Require valid government-issued identification for all individuals or representatives of businesses requesting telecommunications services.
- Collect and verify corporate registration documents for businesses, including tax identification numbers and business licenses.

b. Risk Assessment

- Conduct a risk profile for each customer based on factors such as the nature of their business, call patterns, and geographic reach.
- High-risk customers (e.g., telemarketers) will undergo enhanced due diligence (EDD).

c. Service Agreement Clauses

- Include specific clauses in customer contracts prohibiting the use of services for illegal robocalls.
- Clearly define penalties, including service suspension and reporting to authorities for non-compliance.

d. Ongoing Monitoring

- Investigate unusual activity, such as high call volumes to unresponsive numbers or short-duration calls, which may indicate robocall activity.

2. Reporting and Collaboration

a. Incident Reporting

- Establish a clear reporting mechanism for customers and employees to report suspected robocall activity.
- Share robocall data with relevant authorities, such as the telecom regulator or fraud prevention organizations.

b. Industry Collaboration

- Partner with industry peers and telecom organizations to share intelligence on new robocall patterns and mitigation techniques.
- Participate in national or international initiatives to combat robocalls.

3. Customer Education

- Inform customers about the dangers of robocalls and how to protect themselves.
- Provide tools and resources for customers to block or report unwanted calls.

4. Recordkeeping

Maintain records of KYC documentation, customer contracts, call traffic logs, and mitigation actions for at least 3 years, or as required by local laws.

Conclusion

By implementing these measures, we will minimize the risks associated with robocalls while ensuring compliance with regulatory standards and protecting its reputation.