

# Robocall Mitigation Program Description

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Global Digital

## 1. Introduction

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Global Digital is a voice service provider based in Mexico, offering VoIP services to clients primarily in Mexico. While we are not subject to STIR/SHAKEN obligations under 47 CFR § 64.6301(a)(1) and (2), we are committed to preventing illegal robocalls and ensuring the integrity of our voice services. This document outlines the measures we have implemented to mitigate robocalls and protect our network from fraudulent activity.

## 2. Measures Implemented

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### a. TLS Encryption

All SIP traffic is encrypted using TLS on port 5061 to ensure secure communication and prevent unauthorized access.

### b. Firewall Restrictions

Our firewall is configured to allow traffic only from pre-approved client IP addresses, ensuring that only authorized users can access our system.

### c. Number Locking

Each client is restricted to using only the phone number registered during initial setup. This prevents number spoofing and unauthorized use of our services.

### d. Daily Call Monitoring

We actively monitor call traffic daily to detect and block any suspicious or fraudulent activity. Any unusual patterns are investigated immediately.

### e. Compliance with Mexican Regulations

We adhere to all applicable telecommunications regulations in Mexico, including measures to prevent illegal robocalls and protect consumer privacy.

## 3. Commitment to Mitigation

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Global Digital is committed to taking reasonable steps to avoid originating illegal robocall traffic. We will respond fully and within 24 hours to any traceback requests from the FCC, law enforcement, or the industry traceback consortium.

We will also cooperate fully in investigating and stopping any illegal robocallers that may attempt to use our services.

## 4. Exemption from STIR/SHAKEN

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As a provider operating exclusively outside the United States, Global Digital is not subject to STIR/SHAKEN obligations under 47 CFR § 64.6301(a)(1) and (2). However, we have implemented the above measures to ensure that our services are not used for illegal robocalls or spoofing.

## 5. Conclusion

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Global Digital takes the issue of robocalls seriously and has implemented a robust set of measures to prevent fraudulent activity on our network. We will continue to monitor and improve our mitigation efforts to ensure compliance with all applicable regulations and protect our clients.

## Contact Information

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