

Robocall Mitigation Program Description
Provider Name: VIETTEL TANZANIA
FCC Registration Number (FRN): 0037404886
Type of Provider: Voice Service Provider
Date: 22/8/2025

1. Overview of Mitigation Practices

As a voice service provider, Viettel Tanzania is committed to protecting end users from illegal robocalls and complying with the requirements of 47 CFR § 64.6305(d). We have implemented a robocall mitigation program designed to monitor and restrict the origination of unlawful robocall traffic on our network.

2. Mitigation Measures in Place

- Know Your Customer (KYC):

We perform due diligence on all voice service customers to verify identity, use case, and service legitimacy before activating service.

- Call Analytics and Monitoring:

We use call analytics tools to monitor traffic patterns that may indicate illegal robocall activity (e.g., high call volumes, short-duration calls, or repeated calls to unassigned numbers).

- Blocking Measures:

Calls identified as illegal or suspicious may be blocked using real-time filters and network-level restrictions. We also comply with trace back requests as needed.

- Customer Notification and Termination:

If a customer is found to be originating illegal robocalls, we take corrective action, including warning, suspension, or termination of service.

3. STIR/SHAKEN Status

- We have not yet fully implemented STIR/SHAKEN because we do not have the ability to sign calls. Therefore, we are required to maintain and enforce this robocall mitigation plan.

4. Contact for Enforcement and Trace back

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