

Robocall Mitigation Plan

1. Introduction

Procescom d.o.o., registered in Belgrade, Serbia, provides telecommunications services including international voice termination towards the United States. We are fully aware of our responsibility to mitigate unlawful and unwanted robocalls.

2. STIR/SHAKEN Implementation

At this time, STIR/SHAKEN is not fully implemented in our network due to jurisdictional and regulatory limitations outside of the United States. However, Procescom d.o.o. is committed to adopting international standards and applies alternative robocall mitigation measures as described below.

3. Robocall Mitigation Measures

Procescom d.o.o. employs the following measures to prevent unlawful robocalls:

- Customer Authentication (KYC) – All customers undergo a strict Know Your Customer process including verification of company registration, identity, and authorization.
- Traffic Monitoring – Continuous monitoring of call traffic patterns to detect anomalies such as high-volume short-duration calls or irregular dialing patterns.
- Caller ID Validation – Customers may only use CLI numbers that they are authorized to present.
- Complaint Handling – Rapid investigation and immediate suspension of suspicious traffic reported by partners or regulatory authorities.
- Blacklist & Reputation Services – Use of internal and external blacklists of known fraudulent numbers to proactively block robocall sources.
- 24/7 Monitoring – Real-time supervision of network traffic and automatic alerts for unusual activity.

4. Designated Contact Information

For robocall mitigation inquiries, complaints, and escalations, please contact:

Name: Robocall Mitigation Officer

Company: Procescom d.o.o.

Email: marko.mijatovic@procescom.com

Phone: +381658822911

5. Conclusion

Procescom d.o.o. is committed to combating unlawful robocalls. We will continue to refine our mitigation practices, implement STIR/SHAKEN where applicable, and fully cooperate with FCC and U.S. carriers to ensure trust in the global telecommunications ecosystem.