

Robocall Mitigation Program Description

1. Company Information

Company Name: media.tel Informationsdienstleistungsges.m.b.H.

FRN: 0038244885

Service Type: Voice Service Provider (serving end-users and originating calls)

media.tel is a telecommunications provider offering VoIP and voice services to business customers. The company assigns telephone numbers and originates outbound calls to end users, including traffic destined for the United States.

2. Network Role and Traffic Description

media.tel:

- assigns DID numbers to customers
- enables outbound call origination
- routes inbound and outbound voice traffic via interconnected carriers

The company serves end users and originates calls but relies on interconnected carriers for downstream routing and interconnection with U.S. networks.

3. STIR/SHAKEN Implementation

media.tel implements STIR/SHAKEN call authentication in accordance with requirements defined by the Federal Communications Commission.

Implementation Details: fulfills its STIR/SHAKEN obligations through **upstream carrier partners** that implement call authentication in accordance with requirements defined by the Federal Communications Commission.

Implementation Details:

- Outbound calls are routed through carriers that **apply STIR/SHAKEN signatures**
- Appropriate attestation levels (A/B/C) are assigned by upstream providers based on available caller validation
- Media.tel does **not independently issue STI certificates**
- The company ensures that only verified and authorized customers are permitted to originate traffic

Additionally:

- STIR/SHAKEN Identity headers are preserved and passed through where present
- No modification or removal of authentication information is performed

4. Robocall Mitigation Practices

4.1 Customer Vetting (KYC)

media.tel performs thorough onboarding procedures, including:

- verification of customer identity and legal entity status
- contract-based service agreements
- validation of intended use of numbering resources
- risk-based assessment for high-volume or international traffic

4.2 Traffic Monitoring

media.tel continuously monitors network traffic for suspicious patterns, including:

- high call attempt rates (CPS)
- short-duration or abandoned calls
- unusual traffic spikes
- irregular destination patterns

Automated monitoring systems are supplemented by manual review.

4.3 Enforcement and Mitigation Actions

Upon detection of suspicious or unlawful traffic:

- traffic may be blocked or rate-limited
- customer accounts may be suspended or terminated
- number ranges may be restricted
- incidents are escalated internally and to upstream partners where applicable

4.4 Traceback Cooperation

media.tel cooperates with traceback requests and regulatory inquiries, including those initiated by authorized traceback organizations, law enforcement agencies, and industry partners. All requests are handled promptly and in accordance with applicable regulations.

5. Additional Mitigation Measures

- continuous monitoring of customer behavior
- use of trusted upstream and downstream providers
- internal abuse reporting and escalation processes
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6. Contact Information

- **Abuse / Compliance Contact:**
Email: support@mediatel.at