

ROBocall Mitigation Program Description

Company Information

Company Name: DigitalCom Solutions Ltd

Service Type: VoIP / Telecommunications Service Provider

Jurisdiction: Non-US based provider offering services involving US numbering resources

Overview

DigitalCom Solutions Ltd is committed to preventing illegal robocalls and mitigating fraudulent traffic originating from its network. While STIR/SHAKEN caller ID authentication has not yet been implemented, we have established operational, technical, and procedural safeguards to ensure that our network is not used for unlawful robocalling activities.

Our approach is based on strict customer vetting, continuous monitoring, and enforcement controls.

Customer Verification and Onboarding Controls

We apply rigorous Know Your Customer (KYC) procedures before activating any service:

- Identity Verification

Collection of company registration documents or personal identification

Verification of business legitimacy through official registries or documentation

- Use Case Validation

Customers must declare intended use of telecom services

High-risk use cases (e.g., mass outbound calling, marketing campaigns) are subject to additional scrutiny

- Manual Approval Process

All new customers are reviewed and approved prior to service activation

Suspicious or unverifiable applicants are rejected

Traffic Monitoring and Detection

We actively monitor network traffic to detect suspicious or abusive patterns:

- Call Pattern Analysis

Detection of high-volume short-duration calls

Monitoring abnormal spikes in outbound traffic

- Real-Time Alerts

Automated thresholds trigger alerts for potential robocall behaviour

- CLI Integrity Checks

Monitoring for invalid, spoofed, or unallocated caller ID numbers

Mitigation and Enforcement Actions

When suspicious activity is detected, immediate action is taken:

- Traffic Blocking

Immediate suspension or blocking of suspicious call traffic

- Account Suspension

Temporary or permanent termination of offending customer accounts

- Investigation Procedures

Internal review of flagged traffic

Cooperation with upstream carriers if required

Network-Level Controls

- Rate limiting applied to outbound call attempts
- Restrictions on concurrent calls for new or unverified customers
- Prevention of unauthorised CLI manipulation where technically feasible

Complaint Handling

We maintain a process to handle complaints related to robocalls:

- Complaints are logged and investigated promptly
- Affected traffic is traced to the originating customer
- Corrective action is taken, including suspension if necessary

STIR/SHAKEN Implementation Status

At present, DigitalCom Solutions Ltd has not implemented STIR/SHAKEN authentication.

However:

- We are actively evaluating implementation options
- We are monitoring regulatory developments and industry requirements
- We intend to deploy STIR/SHAKEN when technically and operationally feasible

Commitment to Compliance

[Your Company Name] is committed to complying with all applicable regulations regarding robocall mitigation and will continue to enhance its mitigation framework.

Contact Information

Compliance Contact: Ali Ahanchian

Email: support@sippals.uk

Phone: +44 33 0027 2390

Declaration

We certify that the above Robocall Mitigation Program Description is accurate and reflects the current practices implemented by DigitalCom Solutions Ltd to prevent illegal robocalls on its network.