

Contact Service Robocall Mitigation Actions

Contact Service is outsourcing call center services which includes providing inbound and outbound calling to its clients.

Contact Service has experienced management and professional employees completely dedicated to providing the highest service quality, and at the same time focused on preventing any possible irregularity of voice traffic termination with the help of our number provider -DIDWW.

Contact Service takes following steps to prevent fraudulent traffic, including illegal robocalls:

- Active traffic monitoring
- Detection of callers generating an unusually large number of calls to a lot of B numbers within a specific time frame;
- Detection (numbers, number ranges) of callers having unusual or incorrect formats and generating a large volume of traffic;
- Utilization of blacklists to stop numbers detected as spam and/or robocall
- Allowing outbound traffic only from certain SIP addresses
- Only allowing outbound calls to certain countries (disallowed countries have their country codes blocked)
- 24-hour spending limit is enabled, as well as alerts to notify us when we are close to set threshold

Contact Service continuously improves its measures for fraud detection and protection from SPAM and Robocall activities.