

Robocall Mitigation Program Description

Company Information

Company Name: PROTOCOL INDIA PVT LTD

Website: <https://protocol.in>

Email: info@procomus.com

Date: 7th MAY 2026

Robocall Mitigation Program

Our company is committed to preventing illegal robocalls, spam traffic, caller ID spoofing, and telecom fraud on our network.

We provide VoIP and telecommunications services including SIP trunking, DID services, and voice termination.

Customer Verification

Before activating services, we verify customer information such as:

- Identity documents
- Business registration details
- Contact information

Accounts with suspicious or false information may be rejected or suspended.

Traffic Monitoring

We monitor network traffic for unusual or suspicious activity including:

- High-volume calling
- Short duration calls
- Caller ID spoofing
- Spam or fraudulent traffic patterns

If suspicious activity is detected, traffic may be blocked or accounts may be suspended immediately.

Complaint Handling

Customers and carriers may report robocall or spam complaints through our support channels. All complaints are reviewed and investigated.

Cooperation

We cooperate with carriers, regulators, and law enforcement agencies when required to investigate illegal robocall activity.

Certification

We confirm that reasonable steps are taken to reduce illegal robocalls and fraudulent telecom traffic on our network.

Authorized Representative: Krishna Kumar K

Title: Managing Director



Signature:

Date: 7th May 2026