

Nurlinks S.A.R.L. Robocall Mitigation Program

Nurlinks S.A.R.L. is a foreign voice service provider based in Lebanon. The company maintains a robocall mitigation program designed to prevent the origination, transmission, and facilitation of illegal robocalls and fraudulent telecommunications traffic.

Customer Due Diligence (KYC): Nurlinks performs customer verification before activating services. Business customers are required to provide company registration documents, ownership information, contact details, and a description of intended telecommunications use.

Traffic Monitoring: Nurlinks monitors traffic patterns and investigates abnormal call volumes, unusual routing behavior, spoofing indicators, and other signs of potentially unlawful activity.

Fraud Prevention: Nurlinks applies fraud detection controls and may suspend, block, or terminate services associated with suspicious, unlawful, or abusive traffic.

Traceback and Cooperation: Nurlinks cooperates with upstream carriers, industry traceback requests, law enforcement agencies, and regulatory authorities. The company responds to traceback inquiries promptly and takes corrective action when necessary.

Record Retention: Relevant customer and traffic records are maintained in accordance with applicable legal and business requirements.

STIR/SHAKEN: Nurlinks does not currently implement STIR/SHAKEN authentication on its own network and therefore relies on a robocall mitigation program and cooperation with network partners to combat illegal robocalls.

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