



The methodology of RiCH platform compliance with the regulations for curbing SPAM messages and calls issued by the Communications, Space and Technology Commission

RiCH platform complies with all regulations issued by the Communications, Space and Technology Commission which are related to curbing SPAM messages and calls. Below is how RiCH platform complying with these regulations in general:

- The platform curbs the spam messages through reviewing all SMS bodies which are sent to a huge number of recipients. This is done by grouping the exact match SMS bodies and the bodies which are like others and stop the sending functionality till the content of the SMSs be reviewed and check if there are any phishing URLs, this review done by our support team who is working 24 hours daily. This review is done to make sure that the SMSs are eligible to be sent (no phishing and no critical contents).
- The platform stops sending any marketing campaigns sent using Sender doesn't have -AD suffix.
- The platform filters the SMSs which are sent by the client systems, groups them based on exact match or if they have a certain level of similarity and reviews their contents, in order to reduce the spam messages, in case they are sent by integration or one to one.
- The platform stops the marketing and promotional SMSs from Ten PM till Nine AM, and in Ramadan from One AM till Twelve PM.