

Robocall Mitigation Program

Evolution Collect, LLC is committed to adhering to FCC regulations and industry best practices to mitigate illegal robocalls and ensure a secure and trustworthy telecommunications network. Below is an overview of our robocall mitigation program:

1. Call Authentication Implementation

We have implemented the STIR/SHAKEN (Secure Telephone Identity Revisited and Signature-based Handling of Asserted information using toKENs) framework on our IP-based network to authenticate caller identities. All calls originating from our network are assigned appropriate attestation levels:

- **A-Level Attestation:** For calls originating within our authenticated network.
 - **B-Level Attestation:** For calls originating from partially verified sources.
 - **C-Level Attestation:** For calls originating from unverified sources.
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2. Monitoring and Traffic Analysis

We actively monitor call traffic to identify patterns indicative of illegal robocalling activities. Our systems analyze call volume, frequency, and duration to flag suspicious activity. Traffic monitoring includes:

- Detection of high-volume short-duration calls.
 - Analysis of unassigned or invalid numbers.
 - Regular reporting on call patterns to ensure compliance.
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3. Call Blocking and Mitigation

To prevent illegal robocalls from reaching end users, we have implemented robust call blocking protocols, including:

- Blocking calls with invalid, unallocated, or spoofed caller IDs.
 - Utilizing analytics tools to filter out high-risk traffic.
 - Collaborating with analytics partners to ensure comprehensive call screening.
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4. Customer Education

We provide resources and tools to our customers to help them recognize and avoid illegal robocalls. This includes:

- Information on how to report unwanted calls.
 - Access to call-blocking features and mobile apps.
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5. Cooperation with Industry Partners and Law Enforcement

We actively collaborate with industry stakeholders, including other carriers, the traceback consortium, and law enforcement agencies, to identify and mitigate illegal robocall sources.

- We participate in traceback requests to identify the origin of suspicious calls and take appropriate action against violators.
 - We maintain compliance with FCC reporting requirements and respond promptly to inquiries.
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6. Internal Policies and Training

Our team is trained on FCC requirements and robocall mitigation strategies to ensure that our operations meet the highest standards of compliance and effectiveness. Policies are regularly reviewed and updated to reflect evolving industry standards.

7. Legacy and Non-IP Networks

For non-IP traffic, we have robust robocall mitigation measures in place, including manual verification processes, to ensure that calls originating from these systems are legitimate.

Compliance Statement:

Evolution Collect, LLC certifies that we have implemented these measures in compliance with FCC regulations and will continue to update our practices to address emerging threats and ensure a secure and trusted communication network.

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