

Hayo Telecom, Inc Robocall Mitigation Program Description

As a Voice Service Provider operating within the United States, Hayo Telecom, Inc recognizes the importance of mitigating the impact of unwanted automated calls, commonly known as robocalls. Despite not being obligated to implement the STIR/SHAKEN authentication framework due to our role in the call chain and the nature of our services, Hayo Telecom remains fully committed to upholding the integrity of telecommunications and protecting our customers from fraudulent activities.

Our Robocall Mitigation Program is designed to comply with regulatory requirements outlined in 47 CFR § 64.6305(a) and consists of the following components:

1. Illegal Robocall Prevention Measures:

- Hayo Telecom has implemented comprehensive measures to prevent the origination of illegal robocall traffic on our network.
- We continuously monitor our network for any suspicious activity and employ advanced algorithms and filtering techniques to identify and block unauthorized automated calls.

2. Commitment to Cooperation:

- Hayo Telecom is committed to cooperating fully and promptly with the Federal Communications Commission (FCC), law enforcement agencies, and industry traceback consortia in responding to traceback requests.
- We pledge to respond within 24 hours to all traceback requests, providing relevant information and assisting authorities in investigating and stopping any illegal robocallers that try to exploit our services.

3. Robocall Mitigation Database Compliance:

- Hayo Telecom ensures compliance with all requirements related to the Robocall Mitigation Database.
- We certify that any prior certifications remain valid and have not been revoked by Commission action. Additionally, we have not been prohibited from filing in the Robocall Mitigation Database by the FCC.

4. Internal Monitoring and Reporting:

- Hayo Telecom maintains rigorous internal monitoring and reporting mechanisms to track the effectiveness of our robocall mitigation efforts.
- We regularly review and update our policies and procedures to adapt to evolving threats and regulatory changes in the telecommunications industry.

5. Customer Education and Awareness:

- Hayo Telecom is committed to raising awareness among our customers about the risks associated with robocalls and providing guidance on how to identify and report suspicious activity.
- We offer educational resources and support channels to empower customers to protect themselves from robocall scams and fraudulent activities.

In summary, Hayo Telecom, Inc's Robocall Mitigation Program demonstrates our steadfast commitment to combatting the proliferation of illegal robocalls and safeguarding the integrity of telecommunications services for our customers. We uphold our responsibilities under 47 CFR § 64.6305(a) and remain dedicated to working collaboratively with regulatory authorities and industry partners to address robocall-related threats effectively.