

Robocall Mitigation Plan

Company Name: TeleMessage Inc

FRN: 0036272078

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Overview

TeleMessage Inc is committed to full compliance with the Federal Communications Commission's (FCC) robocall mitigation rules. We provide secure, business-to-business messaging and archiving services to regulated industries, including financial services, government, and healthcare. TeleMessage Inc does not engage in, support, or permit unlawful robocall traffic.

Our participation in the Robocall Mitigation Database is designed to demonstrate transparency and to ensure that we actively prevent unlawful robocalls from being originated or transiting through our network.

Robocall Mitigation Program

A. Know Your Customer (KYC) Protocols

- All customers undergo strict identity verification prior to service activation.
- Business customers must provide company name, corporate address, and authorized contact information.
- Anonymous, unverifiable, or retail consumer entities are not permitted to originate traffic on our services.

B. Blocking and Monitoring of Suspect Traffic

- TeleMessage Inc blocks calls from known bad actors using both internal and external blacklists.
- All traffic is monitored via Checkpoint Firewalls, with logs transmitted to SecureWorks and Security Information and Event Management (SIEM) systems.
- All servers are protected with Endpoint Detection and Response (EDR) agents. Access to servers is logged and continuously monitored.

- Deployment of CrowdStrike log servers, including voice traffic monitoring, has completed in Q1 2026.

C. STIR/SHAKEN Implementation

- TeleMessage Inc implemented full compliance with STIR/SHAKEN requirements.
 - We obtained a Certificate Authority Service Provider (CSP/CN) credentials.
 - We implemented an in-house STIR/SHAKEN solution.
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Traceback Cooperation

- TeleMessage Inc responds to **all traceback requests within 24 hours**.
 - We work cooperatively with the Industry Traceback Group (ITG), our downstream providers, and the FCC in all traceback investigations.
 - Accounts or customers identified as originating unlawful traffic are subject to immediate suspension or termination.
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FCC Filing and Certification

- This plan is filed with the FCC Robocall Mitigation Database in accordance with **47 CFR § 64.6305**.
- TeleMessage Inc affirms that it does not knowingly or negligently allow unlawful robocall traffic to originate, transit, or terminate on its network.
- TeleMessage Inc commits to updating this plan as our mitigation measures and STIR/SHAKEN implementation progress.