



Robocall Mitigation Plan

11/18/2025

Version History

Date	Comment/Description of Change	Approver
8/26/2025	Initial Document	Mike Grommet
11/18/2025	Clarifications for FCC	Mike Grommet

Robocall Mitigation Plan

Company: Tech Friends, Inc

Date: 11/18/2025

FCC Registration ID: 0031101975

Principal Contact: Mike Grommet

Head of IT Security

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Office: 1-870-933-6386, Cell: 1-901-827-6661

1. Company Overview

Tech Friends, Inc provides **hosted IVR services** to correctional industry customers. Our platform allows inbound callers to obtain information about a correctional facility (e.g., hours, visitation information, resident info) and optionally request a transfer to the correctional facility's designated phone number. All calls are initiated by the end-user; no outbound calling campaigns are conducted by our system.

2. Call Origination Practices

- **Inbound Calls:** All calls are dialed by the public to business numbers provided by Tech Friends, Inc or its carrier partners.
- **Outbound Transfers:** Transfers to customer phone numbers occur **only when requested by a live caller** via the IVR. No automatic or pre-programmed outbound dialing is conducted. Callers can only be transferred to the correctional facility

number programmed into our system. **The system cannot be used to make calls to any other destination.**

3. Customer Vetting & Usage Restrictions

- All customers of this service are verified contractual partners of Tech Friends, Inc.
 - Verified by EIN, reverified at contract renewal (varies depending on contract)
 - Our customers are county and state correctional facilities.
 - Customers do not have direct control over the IVR service, which must be configured by Tech Friends, Inc.
 - STIR/SHAKEN verification of outbound calls is performed by our underlying carrier, VOIP Innovations.
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4. Technical & Operational Mitigation Measures

- **Traffic Monitoring:** An inbound whitelist prevents traffic from sources other than our carrier partner(s). Tech Friends implements technical measures for traffic inspection, including IDS. All traffic is inspected by our MDR provider, Fortra, and alerts are generated for suspicious activity.
 - **STIR/SHAKEN Justification:** Tech Friends, Inc does not directly originate calls over IP. All outbound calls are originated and authenticated by our underlying carrier, VOIP Innovations. Therefore, Tech Friends is exempt from providing STIR/SHAKEN attestation.
 - We are claiming the extension as a VOIP provider that fully outsources call origination to an upstream carrier.
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5. Complaint Handling & Traceback

- A dedicated email and phone contact is available for consumers or carriers to report suspected robocalls: +1-870-933-6386 / support@techfriends.com
 - Complaints are **investigated within 24–48 hours**, and action is taken promptly, including reporting to our upstream carrier if necessary.
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6. Compliance Commitment

Tech Friends, Inc commits to:

- Following all FCC rules on robocall mitigation and tracebacks.
- Maintaining records of vetting, monitoring, and complaint resolution for FCC review if requested.
- Updating this mitigation plan if business practices, call flows, or technology change.

Signed:

Mike Grommet
Head of IT Security
2025-11-18