



Teksync Technologies, Inc.

Robocall Mitigation Plan (2025)

1. STIR/SHAKEN Implementation

Teksync Technologies, Inc. has implemented the STIR/SHAKEN caller ID authentication framework across all portions of its IP-based network where technically feasible. All SIP-originated traffic is signed using STIR/SHAKEN to help ensure caller ID integrity.

For any non-IP (TDM) traffic, we have put in place parallel robocall mitigation measures (detailed below) to prevent illegal call origination.

2. Participation in Traceback and Cooperation with Regulators

We are an active participant in the Industry Traceback Group (ITG).

We commit to fully and promptly responding to traceback requests from the FCC, law enforcement, and the ITG. We will take swift action (including customer suspension or termination) when investigations identify unlawful robocall activity on our network.

3. Robocall Mitigation Practices

Teksync employs multiple layers of robocall prevention and monitoring, including:

- Upstream Filtering & Monitoring: We use third-party services (including VoIP Innovations) to monitor all outbound calls for invalid/unallocated numbers, Do Not Originate (DNO) lists, FCC consumer complaint database matches, and poor caller reputation scores.
- Customer Vetting & Monitoring: All new customers are screened for legitimacy prior to activation. Accounts requesting more than 5 concurrent call paths or high-volume usage are subject to enhanced vetting, including intended use case verification. Customers with unusual traffic patterns are placed on an internal 'watch list' for ongoing monitoring.
- Enforcement Actions: If suspicious activity is detected, we immediately investigate. Customers originating unlawful robocalls will have service suspended or terminated without delay.
- Real-Time Blocking: Outbound calls flagged as high-risk (invalid caller ID, spoofed, or known scam sources) are blocked automatically.



4. Internal Oversight

A designated Compliance Officer is responsible for monitoring call analytics, investigating alerts, and ensuring adherence to FCC robocall mitigation requirements. Staff is trained to recognize and escalate potential robocall abuse.

5. Certification

Teksync Technologies, Inc. certifies that it:

- Has fully implemented STIR/SHAKEN where technically feasible.
- Actively mitigates illegal robocalls where STIR/SHAKEN is not possible.
- Cooperates with the FCC, law enforcement, and the Industry Traceback Group.
- Takes swift and decisive enforcement action against unlawful callers.

Submitted by Teksync Technologies, Inc.
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