

MESSAGE COMMUNICATIONS
ROBOCALL MITIGATION PLAN

REVISED: MARCH 2024

KNOW YOUR CUSTOMER

Upon customer sign up, ensure an agreement is in place that properly identifies the party responsible for the calls, and require compliance with all state, federal, and local rules and regulations in the use of our network.

TCPA & Telemarketing Sales Rule Compliance

Message Communications will not willfully assist customers in violating the Telephone Consumer Protection Act (TCPA) and other laws designed to protect consumers from unwanted and/or illegal robocalls.

TRACEBACK

We will promptly will respond to all traceback requests from the US Telecom ITG.

STIR/SHAKEN

All the voice traffic that originates on our network is subject to the robo call mitigation program below.

ROBOCALL MITIGATION PROGRAM

We have implemented software which can automatically remove numbers appearing on Do-Not-Call databases, cell phone databases, and ensure multiple calls are not sent to the same destination. We immediately investigate any identified calls suspected of being unlawful robo calls. If we determine that the caller was attempting to originate unlawful robo calls, then we will either warn them to stop or terminate their service as appropriate.