

Robocall Mitigation Policy for Printing Essentials, LLC

Introduction

Printing Essentials, LLC is committed to combating unlawful robocalls and ensuring compliance with the Federal Communications Commission (FCC) regulations. This document outlines the steps and procedures implemented to mitigate illegal robocall activity and protect consumers from unwanted calls.

1. Scope and Purpose

This policy applies to all calls originated, routed, or terminated by Printing Essentials, LLC and aims to:

- Prevent the origination of unlawful robocalls.
 - Ensure that all voice traffic complies with FCC regulations.
 - Provide transparency and accountability in telecommunication practices.
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2. Compliance with the STIR/SHAKEN Framework

Printing Essentials, LLC adheres to the Secure Telephone Identity Revisited (STIR) and Signature-based Handling of Asserted Information Using toKENs (SHAKEN) standards by:

- Implementing caller ID authentication for all outbound calls.
 - Ensuring that our telecommunications systems sign and verify call information to reduce spoofed numbers.
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3. Monitoring and Mitigation Practices

To prevent and detect illegal robocalls, we have implemented the following measures:

- **Traffic Monitoring:** Regularly reviewing call logs to identify unusual calling patterns.
 - **Call Screening:** Blocking calls from known illegal sources and implementing traffic filters.
 - **Collaboration:** Cooperating with law enforcement and telecom industry stakeholders to track and eliminate robocall sources.
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4. Employee Training and Awareness

Employees involved in telecommunications are trained to recognize and address potential robocall threats. Training includes:

- Understanding robocall mitigation protocols.
 - Identifying and reporting suspicious call activities.
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5. Reporting and Remediation

If illegal robocall activity is detected:

- Immediate steps are taken to halt the activity.
 - Relevant stakeholders, including carriers and law enforcement, are notified.
 - A thorough investigation is conducted to identify the source of the issue and prevent recurrence.
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6. Customer Education

Printing Essentials, LLC is committed to educating customers on identifying and avoiding illegal robocalls. Resources and guidance are provided upon request.

7. Certification with the Robocall Mitigation Database

As per FCC requirements, Printing Essentials, LLC has filed its robocall mitigation certification with the FCC's Robocall Mitigation Database, confirming adherence to mitigation practices and compliance with STIR/SHAKEN.

8. Policy Review and Updates

This policy is reviewed annually to ensure alignment with FCC regulations and industry best practices. Updates are made as necessary to adapt to evolving technologies and threats.

Contact Information

For inquiries regarding this policy, contact:

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