



Robocall Mitigation Plan

Support Services Group Information

FRN:	0031375546
RMD	RMD0005760

The following policy applies to all customers and/or prospective customers of Support Services Group and defines our Robocall Mitigation Plan to avoid originating illegal robocall traffic from our network:

1. SET UP & CUSTOMER INTERACTION:

Support Services Group ensures all our Outbound campaigns are compliant by only using “Preview mode” with a click to dial requirement, or Manual keying of numbers for making any outbound calls. We control the source of the calls and the termination relays with our carriers. This secures and avoids the passing of robocalls through any of our switches or networks.

- All of the outbound calls that we are handling are for Retention, Collections or Promotion purposes where the client has a binding EBR and/or signed Terms and Conditions that permit us to call their subscribers or affiliates.
- Leads received from SSG clients are reviewed to remove duplicates and scrubbed against DNCs lists.
- Support Services Group follows TCPA rules.
- Support Services Group also uses various DNC features.
- Support Services Group utilizes a third-party service [Neustar](#) where:
 - Support Services Group registers all the Caller IDs that we use for our outbound campaigns to inform the end user on behalf of whom we are calling.
 - Support Services Group registers the numbers to demonstrate that the activities are legitimate.
- Support Services Group is a voice service provider for a small portion of our clients; most of our clients use our staff on their own tech and telco service providers. We have less than 10 clients doing outbound with us, which should exempt us from the requirements of full STIR/SHAKEN protocols. Nevertheless, we work with carriers that utilize STIR/SHAKEN features.

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2. CUSTOMER DISCLOSURES AND CONFIRMATION:

All customers are required to disclose certain information about their business such as physical location, contact personnel, state/country of incorporation or business formation. They must also disclose the practices and nature of their business. We aim to know the precise type of traffic which originates from each customer's switch including the type of customers they acquire and the exact type of services they provide. Support Services Group reviews the information before accepting it as a customer.

3. ORIGINATING TRAFFIC:

Support Services Group evaluates each vendor and software for Robocall mitigation when we require new services. The origine of our outbound interactions is our ACDs > it goes to the carrier > It goes to the end user.

4. TRACEBACK REQUEST:

Support Services Group will fully comply and assist with all traceback requests from the FCC, law enforcement and the industry traceback consortium (US Telecom).

5. LAW ENFORCEMENT COOPERATION:

Support Services Group cooperates fully with investigative authorities and industry in case any investigation is needed.

6. POINT OF CONTACT:

Selene Higuera, OmniChannel Director, is Support Services Group point of contact for robocall mitigation efforts.

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