

IV Computer Corp Robocall Mitigation Plan

Company Information:

- Company Name:
IV Computer Corp
- Business Address:
621 S. B Street Unit C
Tustin, CA 92780
- Contact Information:
714.669.7709
thomas@ivcomputer.com
- Responsible Party:
Thomas Lee, CEO

Introduction:

IV Computer is committed to complying with the FCC regulations to mitigate the impact of illegal robocalls. This plan outlines the measures and technology IV Computer has implemented to combat robocalls and ensure compliance with the TRACED Act, STIR/SHAKEN protocols, and other relevant laws.

1. Identification of Robocalls

IV Computer is committed to ensuring that robocalls do not compromise the integrity of the telecommunications network or negatively impact our customers. To identify and mitigate robocalls, we employ a multi-layered approach that combines advanced analytics, machine learning, and real-time traffic monitoring.

Our network continually analyzes call patterns to detect suspicious activity indicative of robocalls, including irregular call volumes, known spoofing techniques, and the use of unregistered or non-compliant caller IDs.

In addition, we work closely with our VOIP vendors and network partners (VoIP Innovation, Vitality, and White Label) to share intelligence and stay up-to-date on emerging threats and evolving tactics used by illegal robocallers.

2. STIR/SHAKEN Implementation

As part of our commitment to combating illegal robocalls, IV Computer has implemented the STIR/SHAKEN framework, which helps authenticate calls and verify the legitimacy of their origin. This technology allows us to digitally sign and validate calls across the network, ensuring that customers can trust the source of incoming calls.

IV Computer has fully integrated STIR/SHAKEN across its VoIP network infrastructure and continues to monitor the latest developments to ensure compliance with the FCC's deadlines and standards. Our implementation includes verifying the accuracy of caller

information, preventing spoofed numbers, and ensuring that the calls we deliver meet industry standards for caller identification and trust.

3. Blocking of Illegal Robocalls

IV Computer employs robust call-blocking techniques to proactively prevent illegal robocalls from reaching our customers. This includes leveraging call-blocking technologies and partnering with third-party services that maintain databases of known scam numbers and patterns.

We have set up automatic filters that detect suspicious or high-risk calls in real-time and block them before they can be delivered to consumers. Our system is continuously updated to identify emerging robocall threats, and we prioritize the blocking of calls associated with illegal telemarketing, fraud, or spoofing.

IV Computer also provides customers with the option to report suspicious calls, allowing us to enhance our detection and response systems.

4. Customer Education and Awareness

We believe that an informed customer is a critical line of defense against robocalls. IV Computer is dedicated to educating its customers about the risks associated with robocalls and the steps they can take to protect themselves.

Through our website, customer service interactions, and direct communication channels, we provide resources on how to identify legitimate calls, avoid phone scams, and use call-blocking tools effectively.

Additionally, we encourage customers to report robocalls and provide them with easy-to-use reporting mechanisms. Our educational efforts also include tips on registering with the National Do Not Call Registry and ensuring that their numbers are protected from unwanted solicitations.

5. Partnership with Industry Groups

IV Computer understands that combating robocalls is an industry-wide challenge that requires cooperation among all stakeholders. As such, we actively collaborate with telecommunications industry groups, regulatory bodies, and consumer advocacy organizations to share best practices, data, and solutions.

Our involvement in these partnerships allows us to stay at the forefront of anti-robocall technology and policy developments. We support the efforts of organizations like the Alliance for Telecommunications Industry Solutions (ATIS) and the robocall working groups organized by the FCC.

Through these collaborations, IV Computer strengthens its ability to identify, mitigate, and block robocalls while contributing to broader industry efforts to protect consumers.

Conclusion

IV Computer is dedicated to addressing the challenge of robocalls through a comprehensive, multi-pronged approach. By identifying illegal robocalls, implementing STIR/SHAKEN technology, blocking fraudulent calls, educating our customers, and partnering with industry leaders, we aim to protect consumers and ensure a safer telecommunications environment. We remain committed to complying with all FCC regulations and actively engaging in efforts to mitigate the harmful impact of robocalls on our customers. We will continue to enhance our systems, processes, and collaborations to combat this pervasive issue and to uphold the trust of our customer base.