



Televoi robocall mitigation plan

Televoi will execute the following plan to combat Robocall actions.

Customer Due Diligence

- Thorough verification of customer identity and business legitimacy before service provision.
- Requiring detailed information about the intended use of the service and call volume expectations from prospective customers.
- Contractual agreements with clear prohibitions against illegal robocalls, including penalties for violations.

Call Monitoring and Analysis

- Continuous monitoring of call detail records (CDRs) to identify patterns indicative of robocalls like high call volume, short call duration, unusual calling times with the tools supplier has provided.
- Use of advanced analytics tools to identify suspicious calling patterns and potential robocall sources through tools supplier has provided.

Call Filtering and Blocking

- Implementation of real-time call screening using reputation databases to identify and block calls from known robocallers supplied by supplier.
- Utilizing AI-based detection algorithms to identify potential robocalls based on voice analysis, call patterns, and caller ID information supplied by supplier.

STIR/SHAKEN Compliance

- Full adoption of the STIR/SHAKEN framework to verify call origination and flag potentially spoofed caller IDs.

Complaint Handling

- Established process for receiving and investigating customer complaints about robocalls through documentation of company ticket system.
- Prompt response to complaints and appropriate action taken against violating customers through written reprimand and possible service suspension.

Education and Awareness

- Providing customers with information on how to identify and report robocalls through email communication.
- Regularly updating customers on the company's efforts to combat robocalls.

