

Telesmart Inc.

Robocall Mitigation Strategy

Rev. 1.0.1

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Telesmart Call Routing Platform

The Telesmart call routing platform is leveraged by our customers to accept inbound calls from new and existing customers.

Call Originate on Bandwidth 3rd Party resporg numbers and Twilio Provided Numbers
Both Twilio and Bandwidth have systems in place to attest origination and termination of calls.

Robo Call Mitigation Efforts

Above and beyond the efforts to validate inbound callers that Twilio and Bandwidth provide we analyze the elements of the callers like frequency of calls from a particular caller id sip header information to determine if any inbound sip calls have any patterns that show anything out of the ordinary and if any odd patterns emerge, we block those callers from being able to reach any of our customers business call centers and offices All of the calls are 100% consumer to Business or Business to Business. There are no calls outrounding to any consumers.

Handling Traceback Requests

Telesmart is committed to do all that is in our capabilities to quickly handle any requests from the Industry TraceBack Consortium, and all law enforcement agencies that have submitted proper subpoena requests.

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