

# **Robocall Mitigation Program Description for Wrench, Inc.**

## **Overview:**

Wrench, Inc. (dba YourMechanic, Lemon Squad, Southwest Inspection Services (SWI), and Mobile Battery Solutions (MBS)) ("Wrench") is committed to preventing illegal robocalls from being carried or processed on its network. As part of our Robocall Mitigation Program (RMP), we have implemented a series of robust steps to ensure compliance with relevant regulations and reduce the risk of illegal robocall traffic. Our RMP focuses on thorough vetting of upstream providers and effective call flow controls.

## **1. Upstream Provider Vetting:**

Wrench has established strong protocols to ensure that only legitimate, authorized upstream providers are involved in the handling of calls on our network. To that end, Wrench works exclusively with Bandwidth which adheres to the highest standards for call authentication and robocall mitigation.

Bandwidth has fully implemented the STIR/SHAKEN authentication protocol, which is a critical step in verifying the identity of the calling party and ensuring that the calls are legitimate. As part of our ongoing oversight, Wrench regularly reviews the practices of our upstream providers to confirm their adherence to all applicable robocall mitigation requirements.

## **2. Call Interaction Controls:**

To further mitigate the risk of robocalls, Wrench has implemented strict controls on the types of calls allowed on our network. These measures limit call interaction to specific users at defined times, ensuring that only legitimate traffic is processed. By restricting calls to and from known, authorized numbers, we reduce the possibility of malicious or illegal traffic entering our system.

Additionally, our system is designed to only allow calls from specific numbers to be routed to designated recipients. This targeted approach further reduces the potential for robocall activity and helps ensure that calls remain within the boundaries of our network's approved users and use cases.

## **3. Ongoing Compliance and Monitoring:**

Wrench is committed to complying with all applicable laws, regulations, and industry best practices for robocall mitigation. We continually monitor industry developments, regulatory guidance, and new technologies to stay at the forefront of robocall mitigation. Our systems are regularly audited and updated to ensure that our RMP remains effective in addressing evolving threats.

## **Conclusion:**

Wrench's Robocall Mitigation Program is a multi-faceted approach designed to prevent illegal robocalls from being carried or processed on our network. By implementing strong vetting procedures for upstream providers and applying stringent call interaction controls, we provide a secure and reliable network for legitimate communications while actively mitigating the risk of robocall activity.

**Contacts:** For any questions regarding this Robocall Mitigation Program Description, please contact [dev@wrench.com](mailto:dev@wrench.com)