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Phone Service USA LLC Robocall Mitigation Program Description

Overview:

Phone Service USA LLC is committed to providing a secure and reliable telecommunication experience for our customers. Our Robocall Mitigation Program is designed to reduce the frequency of fraudulent and unwanted robocalls, protect our customers from scams, and ensure compliance with industry regulations. By leveraging advanced technologies, robust call-blocking systems, and consumer education, we aim to create a safer communication environment for all of our users.

Program Objectives:

- **Protect Customers from Fraud:** Prevent fraudulent robocalls and scams that can harm our customers.
- **Enhance Call Authentication:** Implement caller authentication systems to ensure the legitimacy of calls.
- **Improve Customer Experience:** Provide customers with tools to block, report, and manage unwanted calls.
- **Ensure Regulatory Compliance:** Adhere to all regulatory requirements to combat robocalls and ensure lawful business practices.

Key Components:

1. STIR/SHAKEN Authentication Technology

Phone Service USA LLC implements the STIR/SHAKEN framework, which authenticates incoming calls by validating the caller's identity. This technology helps eliminate caller ID spoofing, ensuring that our customers can trust the legitimacy of incoming calls. As part of our ongoing efforts, we continuously update and expand our network to support the latest in caller authentication technology.

2. Advanced Call Blocking and Filtering

We use cutting-edge algorithms to detect suspicious calling patterns associated with robocalls. Calls from known spam sources or numbers exhibiting automated calling behaviors are automatically filtered and blocked. This proactive filtering minimizes the impact of robocalls and protects our customers from disruptions.

3. Do-Not-Call List Enforcement

As part of our compliance efforts, Phone Service USA LLC strictly enforces the Do-Not-Call (DNC) registry rules. We ensure that telemarketers and other commercial entities are adhering to the DNC

guidelines to prevent unsolicited robocalls to our customers. We also provide a simple process for customers to report violations.

4. **Real-Time Robocall Reporting and Feedback System**

Our customers can easily report unwanted robocalls through a dedicated reporting platform. This system allows us to continuously improve our filtering algorithms and stay ahead of emerging robocall trends. Customer feedback is essential in helping us identify new fraudulent tactics and prevent them from reaching our users.

5. **Consumer Education and Awareness**

Phone Service USA LLC actively educates our customers on how to identify, block, and report robocalls. We provide comprehensive resources and tips on how to protect against scams, including how to recognize common robocall tactics, use call-blocking features, and respond to suspicious calls.

6. **Collaboration with Regulatory Authorities**

We work closely with regulatory bodies such as the Federal Communications Commission (FCC) to ensure that our robocall mitigation practices comply with all relevant laws and guidelines. By staying up-to-date with regulatory changes, we ensure that our solutions are effective and legally sound.

Implementation Timeline:

- **Phase 1: STIR/SHAKEN Implementation**

Phone Service USA LLC will fully deploy the STIR/SHAKEN authentication framework across our network by Q2 2025 to ensure robust caller verification.

- **Phase 2: Enhanced Call Filtering and Reporting System**

Our advanced call-blocking systems and reporting platform will be fully operational by Q4 2025, providing real-time protection and customer feedback integration.

- **Phase 3: Ongoing Consumer Education and Compliance Monitoring**

We will continuously engage in consumer education and monitor regulatory compliance, with ongoing updates to our tools and resources for customers.

Conclusion:

At Phone Service USA LLC, we understand the importance of protecting our customers from unwanted and fraudulent robocalls. Our Robocall Mitigation Program is an integral part of our commitment to providing secure, reliable, and customer-focused telecommunication services. Through advanced technologies, strong regulatory compliance, and proactive customer support, we are taking comprehensive steps to ensure a safer and more trustworthy communication environment for all our users.

Mark Kane

Managing Member
Phone Service USA LLC