

TCI

ROBOCALL MITIGATION PLAN

Last Updated by D. Smith December 2024

INTRODUCTION

Tech Connection Incorporated provides voice services to end users of desk handsets over the Internet using SIP compatible devices. Our total client size is under 600 accounts. All of our client base is located in the state of Hawaii.

OUR CUSTOMERS

The end users of TCI are individually known to our company and staff. We do not allow automated sign ups or sell to parties out of state. To build these client relationships, TCI provides wrap-around services of network design, structured cabling, and ongoing maintenance.

OUR MITIGATION PLAN

We rely on our upstream carrier, Bandwidth.com as a first line of defense to prevent inbound calls from reaching our end users, if those calls are from fraudulent sources. We also leverage their technology platform to assist with:

1. Unexpected call volume outbound from our users
2. Target destinations that are unusual for our users
3. Incorrect caller-id settings result in blocking of outbound calls
4. Patterns of automated calls result in account suspension

Our software and switch platforms give our administrators control over caller-id settings, stir-shaken settings, and allow only our staff to make appropriate changes to a telephone number's identifying characteristics. No end user may ever modify their caller-id, location settings, or call volume limits. We also block all SIP traffic from non-USA sources and allow only case-by-case whitelisting for users that travel out of country for short periods.

In the event we identify an end user who's device is making unauthorized calls due to a compromised phone unit, that phone unit is disabled, the account is locked, and we begin procedures to reset the passwords and review the circumstances that led to the breach.

TRACEBACK

To assist with traceback requests, law enforcement may request assistance at help@yourtechconnection.com.