



**Genasys Inc.**  
**16262 W Bernardo Dr,**  
**San Diego, CA 92127**

**February 02, 2024**

# Robocall Mitigation Plan for Outbound Call Service Provider



## Executive Summary

GENASYS Inc, a service provider for third-party organizations, is dedicated to combating illegal and unwanted robocalls. Leveraging Bandwidth for our VoIP services, we commit to stringent implementation of the STIR/SHAKEN standards and advanced call analytics to authenticate caller ID information and mitigate robocall activities.

## Introduction

As a facilitator of emergency outbound calls for various third-party organizations, Genasys Inc recognizes the critical need to maintain consumer trust and comply with regulatory standards. Our partnership with Bandwidth enhances our capability to implement robust measures against robocalls.

# Mitigation Plan

## Compliance with STIR/SHAKEN

Genasys uses Bandwidth HTTPS API protocol send outbound voice calls and comply with STIR/SHAKEN requirements. Genasys implements Bandwidth secure authentications method to validate the right use of the number.

Genasys complies with the **Full (A) Attestation** level of the STIR/SHAKEN requirements.

- **Full (A) Attestation** - the service provider has authenticated the customer originating the call and they're authorized to use the calling number.

Genasys provides Multi Factor Authentication and secure role based control over the end users accounts that have the capability to generate outbound voice calls to validate the identity and the role permission of the user requesting to initiate a voice call. Platform is secured with highest standards and policies including ISO 27001 and SOC-2 security standard

Genasys doesn't use SIP interface to integrate with Bandwidth voice calls provider.

About Inbound Voice Calls received from Bandwidth, the unique receiver is Genasys Protect platform that logs the information received in the data base for further analysis.

## Robocall Detection and Analytics

- **Regular Monitoring:** Call traffic is monitored regularly, leveraging Bandwidth's infrastructure to respond swiftly to potential robocall threats.

## Partner and Third-Party Vendor Management

- **Compliance Standards:** We mandate all third-party organizations and vendors to comply with our robocall mitigation standards, which are enhanced by Bandwidth's capabilities.
- **Vendor Audits:** Regular audits are conducted to ensure third-party compliance, leveraging Bandwidth's reporting and analytics tools for comprehensive assessments.

## Consumer Education and Transparency

- **Awareness Initiatives:** We offer resources and guidelines on recognizing and reporting robocalls, enhancing customer training and Bandwidth's informational support.

## Monitoring, Enforcement, and Reporting

- **Ongoing Compliance:** Our internal compliance team, in collaboration with Bandwidth, monitors adherence to robocall mitigation practices, ensuring both our and our partners' accountability.
- **Policy Enforcement:** We have established strict policies for handling violations, supported by Bandwidth's enforcement capabilities, to maintain the integrity of our services.
- **Regulatory Compliance Reporting:** We fulfill reporting obligations to the FCC and other regulatory bodies, highlighting our collaborative efforts with Bandwidth to combat robocalls.

## Continuous Improvement and Innovation

- **Continuous Development:** Genasys Inc invests in the development for new mitigation strategies, leveraging Bandwidth's insights and technological advancements.

## Conclusion

Through our strategic partnership with Bandwidth and our dedicated efforts, Genasys Inc is at the forefront of protecting consumers from unwanted robocalls. Our comprehensive mitigation plan reflects our commitment to regulatory compliance, consumer protection, and the continuous enhancement of call integrity.