

TELEWISE, LLC
Robocall Mitigation Plan

Dec. 2024

TeleWise, LLC (“TeleWise” or the “Company”) currently provides voice services to a few small business customers (“TeleWise Customers”) using a single TDM switch located in Washington state. TeleWise’s service for those customers is limited to: (1) terminating incoming calls received from a tandem of the local ILEC to the customers’ PBX/IVR platforms; and (2) allowing the TeleWise Customers to place originating calls (that are routed through the ILEC’s tandem) to customer service agents representing the Telewise Customers in support of their business (in those instances when an incoming caller, through choices made in the IVRs, requests to speak with a customer service agent). TeleWise does not otherwise support call origination at this time. TeleWise assigns telephone numbers to the TeleWise Customer for the incoming calls and the outbound calls, as described.

As required under Section 64.6305(d)(2) of the FCC’s rules, TeleWise herein provides a description of the reasonable steps it has taken to avoid the origination, carrying, or processing of illegal robocall traffic on its network:

1. **Know Your Customer.** Currently, TeleWise provides service to only three small business customers, the TeleWise Customers, with which it has had long-standing business relationships.
2. **Know Your Upstream Providers.** TeleWise only has one upstream provider, Lumen, the local ILEC, through whose tandems all incoming calls to the TeleWise switch are routed.
3. **Network Analytics.** The Company logs all call activity, including the inbound Caller ID number of incoming callers, the TeleWise Customer numbers to which the inbound calls are terminated, call start and end times, and date. TeleWise’s reporting systems enable identification of frequent or high volumes of calls from incoming callers to these Customers, including repeat calls in a specified period of time and short duration calls. The Company monitors for abnormal traffic spikes across all customer trunks and investigates anomalies.
4. **Responses to Traceback Requests.** TeleWise is committed to respond within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any instances of purported illegal robocalls on its network.