

Teletask Robocall Mitigation Plan

Introduction

Teletask is committed to providing secure and reliable communication services that enhance public health engagement and appointment management. This Robocall Mitigation Plan details our approach to managing voice traffic to prevent the origination of illegal robocall traffic and our adherence to regulatory requirements.

Terms and Conditions

All Teletask clients are required to agree to and adhere to our Terms and Conditions, which strictly prohibits unethical, deceptive, or misleading practices, including the use of our services for telemarketing, unsolicited messages, or any spam-related activities. Our policy is accessible here: [Teletask Terms and Conditions](#).

Service Overview

Teletask provides a robust Software-as-a-Service (SaaS) platform designed for critical communications required by public health agencies, such as WIC program staff, to conduct effective conversations with participants. Our services include:

- Customizable messaging for appointment reminders, follow-ups, and public health notifications (Voice, SMS and Email)
- Two-way conversational messaging to facilitate real-time communication (SMS).
- Integration of web surveys for data collection and participant feedback.
- Group messaging capabilities for timely dissemination of vital information.

Mitigation Strategy

Our platform implements several strategies to mitigate the risk of robocalls:

- **Customer Verification:** Verification of customer identity and purpose before onboarding to ensure legitimacy. All customers must be US based. For each customer we collect their W9 which includes government EIN # and address.
- **Call Volume:** Each Teletask Client is limited to the number of concurrent calls that are allowed, preventing any mass calls beyond their specific verified use cases. Volume limits are set to 20 to 80 completed calls per minute.
- **Caller-ID:** We do not allow our customers to set caller id themselves. Instead, it is set to a verified phone number associated with their organization. Verified caller id's are routinely checked to ensure they are still in compliance.
- **CDR Monitoring:** Routine monitoring of customer traffic with special scrutiny of short-duration calls. Average call lengths need to be above a certain threshold.
- **Traceback / Action:** Per FCC requirements, Teletask will cooperate with any traceback efforts to find the origin of specific messages and block their source.
- Monitoring of message traffic for patterns indicative of spam or unwanted robocalling.
- Immediate suspension or termination of services for clients found in violation of our Acceptable Use Policy.

Non-CLEC Status

As Teletask is not a Competitive Local Exchange Carrier (CLEC), we do not directly implement STIR/SHAKEN protocols. However, we ensure that our voice traffic is properly authenticated and attested through our partnership with established long-distance voice carriers. These carriers provide STIR/SHAKEN attestation for all calls originated through Teletask's platform.

Partnership with Bandwidth for STIR/SHAKEN Compliance

Bandwidth, as our voice service provider, is responsible for STIR/SHAKEN call authentication. They ensure all Teletask-originated calls comply with FCC mandates:

- **Full STIR/SHAKEN Implementation:** Bandwidth has fully implemented the STIR/SHAKEN framework for IP-based traffic.
- **RMD Compliance:** Teletask and Bandwidth maintain a compliant status within the FCC's Robocall Mitigation Database, reflecting our commitment to regulatory standards.

Caller ID Authentication Teletask works with voice service providers that fully implement STIR/SHAKEN standards, ensuring that caller ID authentication information is accurate for the protection of consumers. We ensure that all calls are given the appropriate attestation level by our partner carriers.

Client Engagement and Responsibility Clients are responsible for maintaining the integrity of the messages they send through Teletask. We provide tools and guidelines to help clients engage responsibly with their audience. All answered calls include the ability to opt out and all opt-out requests are automatically applied to prevent future messaging.

Ongoing Commitment Teletask is dedicated to continuous improvement of our robocall mitigation tactics, including regular reviews of our policies and technologies to adapt to evolving threats and regulatory changes.

Contact Information For any questions or reports related to robocall activity or misuse of our service, clients and regulatory bodies can contact us through the following:

- Email: support@teletask.com
- Phone: 1-888-484-9911
- Address: Teletask, 8066 Sunset Ave Ste 101, Fair Oaks, CA, 95628

Certification Teletask certifies that this plan is in effect and that we are committed to complying with all FCC requirements regarding robocall mitigation. We will submit and maintain this certification in the FCC's Robocall Mitigation Database.