

Robocall Mitigation Program for Sineris Web Services, LLC

Overview:

Sineris Web Services, LLC is committed to protecting consumers from illegal and unwanted robocalls. In accordance with federal regulations and industry standards, Sineris Web Services has implemented a robust Robocall Mitigation Program to minimize the impact of robocalls and ensure compliance with the Truth in Caller ID Act, the Telephone Consumer Protection Act (TCPA), and the TRACED Act.

Objectives:

- **Prevent Illegal Robocalls:** Ensure that all outgoing calls made through Sineris Web Services do not violate the Telephone Consumer Protection Act or other related telemarketing laws.
- **Increase Accountability:** Implement clear and consistent policies to identify and block illegal robocalls from reaching consumers.
- **Compliance with Industry Standards:** Adhere to best practices outlined by the Federal Communications Commission (FCC) and the industry's Robocall Mitigation Database.
- **Protect Consumers and Enhance Trust:** Safeguard consumers by preventing fraudulent or spam calls, ensuring that callers are legitimate businesses.

Key Components of the Mitigation Program:

1. **Call Authentication & STIR/SHAKEN Compliance:**
 - Sineris Web Services is fully compliant with the STIR/SHAKEN protocol, a technical standard that authenticates the caller's identity and ensures that the phone number displayed on the recipient's caller ID is legitimate.
 - We ensure that all outbound calls are properly verified with a signed token to prevent spoofing and protect consumer trust.
2. **Call Filtering & Blocking:**
 - In collaboration with trusted third-party providers, we implement advanced call filtering technologies to identify suspicious calls in real-time.
 - Our in-house developed monitoring and analytics system triggers alerts for manual reviews and automatically blocks calls that meet specific patterns indicative of robocalling activity.
3. **Caller-ID Transparency:**
 - Sineris Web Services commits to displaying accurate and honest Caller ID information. We prohibit the practice of misleading or spoofed Caller IDs to ensure transparency and consumer safety.
4. **Robocall Complaint Management:**
 - A dedicated team is available to respond to consumer complaints related to robocalls. Any complaint received will be investigated promptly to determine whether the calls comply with applicable laws.
 - Any violation of the program will result in immediate corrective action, including the potential suspension of services for violators.

5. Robocall Mitigation Database Participation:

- As required by the TRACED Act, Sineris Web Services LLC is registered with the FCC's Robocall Mitigation Database, ensuring that we are part of the larger effort to block robocalls and reporting on our mitigation efforts.

6. Training & Awareness:

- We regularly provide training to our staff on current robocall mitigation laws and best practices.
- Sineris Web Services actively educates our clients on the importance of robocall mitigation, helping them understand their responsibilities in avoiding fraudulent or illegal robocalling practices.

7. Collaboration with Industry Partners:

- Sineris Web Services works closely with industry stakeholders, including telecommunications providers and government agencies, to stay up to date with emerging threats and new technologies in the fight against robocalls.

8. Continuous Improvement:

- Our robocall mitigation program is continually monitored and evaluated for effectiveness. Regular audits ensure we are keeping up with evolving regulatory standards and technological advancements.
- We commit to adapting our program to address new robocall tactics as they arise.

Compliance & Reporting:

- Sineris Web Services will submit periodic compliance reports to the FCC and other regulatory bodies as required, demonstrating the effectiveness of our robocall mitigation efforts.
- We also maintain detailed logs of our mitigation efforts, actions taken, and results, which are available for audit purposes.

Conclusion:

Sineris Web Services LLC's Robocall Mitigation Program is designed to be a comprehensive solution for ensuring that we, our clients, and consumers are protected from robocall-related nuisances and fraud. Through adherence to legal standards, advanced technology, and a commitment to transparency, we strive to build a safer, more trustworthy communication environment.