

Robocall Mitigation Program Description

Provider Name: Logical Concepts INC

FCC Registration Number (FRN): 0031511058

Provider Type: Voice Service Provider

Upstream Provider: Bandwidth Inc.

Use Case: Delivery of Voice Notifications for Alarms

1. Reasonable Steps to Mitigate Illegal Robocalls

As a provider delivering voice notifications for alarms through Bandwidth, we have implemented robust measures to ensure that our network is not used to originate or transmit illegal robocalls. These measures include:

1. Restricted Use Case Implementation

Our voice traffic is strictly limited to the delivery of legitimate alarm notifications to customers. All notifications are generated from pre-approved systems with predefined messages and contact lists, reducing the risk of misuse.

2. Customer and System Authentication

We maintain strict access controls and authentication for our systems to ensure only authorized personnel and systems can initiate voice notifications.

3. STIR/SHAKEN Call Authentication

We rely on Bandwidth's implementation of the STIR/SHAKEN framework to authenticate and verify call traffic originating from our systems. For non-IP traffic, we utilize Bandwidth's alternative call authentication measures.

4. Traffic Monitoring and Anomaly Detection

We regularly monitor call patterns to identify unusual behavior, such as high call volumes or frequent short-duration calls, which may indicate misuse. Alerts are generated for any deviations from normal operational parameters.

5. Call Blocking and Tagging

Any detected or reported suspicious calls are promptly investigated and blocked if necessary. We leverage Bandwidth's call tagging and blocking capabilities to supplement our mitigation efforts.

2. Traceback Commitment

Logical Concepts fully supports and complies with the FCC's traceback process by:

- Responding to traceback requests from the FCC, law enforcement, and the industry traceback consortium within 24 hours.
 - Using Bandwidth's traceback capabilities along with our system logs to ensure rapid and accurate responses.
 - Maintaining comprehensive records of all calls generated by our systems for audit and traceback purposes.
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3. Cooperation Assurance

We are committed to working with the FCC, law enforcement, and other regulatory bodies to combat illegal robocalling. Our cooperation includes:

- Providing relevant data promptly to authorized entities conducting investigations.
 - Taking immediate corrective actions if any misuse of our systems is identified.
 - Updating our processes and systems as required to align with evolving regulatory standards.
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4. Commitment to STIR/SHAKEN Implementation

Bandwidth, as our upstream provider, fully implements the STIR/SHAKEN framework for call authentication. By leveraging Bandwidth's capabilities, we ensure that all voice notifications comply with FCC regulations and are delivered as authenticated calls. For non-IP traffic, alternative mitigation measures are employed, including manual vetting and traffic validation.

This Robocall Mitigation Program Description reflects Logical Concepts INC's commitment to maintaining a secure and compliant environment for delivering alarm voice notifications.

Signed By:

Avinash Setty

CTO

Logical Concepts INC

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