

Robocall Mitigation Program Description

Program Overview:

Techworks Group LLC has implemented a robust Robocall Mitigation Program to actively monitor and prevent the origination of unlawful robocalls on its network. Our program is compliant with FCC regulations and designed to identify, track, and mitigate suspicious or unauthorized call traffic.

Key Elements of the Program:

1. Call Authentication:

Techworks Group LLC utilizes the STIR/SHAKEN protocol to authenticate calls on our network, ensuring caller identity verification and preventing spoofed numbers from originating.

2. Traffic Monitoring and Analysis:

Our system employs active monitoring on call patterns. Suspicious traffic, such as high-volume or short-duration calls indicative of potential robocall activity, is flagged for review.

3. Caller ID Management:

We enforce strict Caller ID management policies, including validation of all customer-provided numbers, to prevent the use of invalid, unallocated, or high-risk numbers.

4. Customer Vetting:

All new and existing customers undergo rigorous vetting to confirm the legitimacy of their business operations. High-risk customers are subjected to additional scrutiny or denied service.

5. Call Blocking:

Unlawful and unauthorized robocalls are blocked at the network level using advanced filtering tools. Identified bad actors are promptly disconnected from the service.

6. Reporting and Feedback:

We actively participate in industry traceback initiatives led by the [Industry Traceback Group (ITG)] to identify and eliminate sources of illegal robocalls. All findings are reported to the FCC and relevant authorities as required.

7. Staff Training and Awareness:

Techworks Group LLC ensures its technical and support teams are trained to identify and respond to robocall activities effectively. Regular updates are provided on compliance requirements and evolving threats.

8. Policy Review and Updates:

The Robocall Mitigation Program is reviewed quarterly and updated as needed to address new threats and align with regulatory changes.

Compliance Commitment:

TechWorks Group LLC is committed to combating unlawful robocalls and ensuring the integrity of its telecommunications services. We are dedicated to full compliance with the FCC's rules and guidelines to protect end-users and maintain a secure communication environment.

For additional details or inquiries, please contact:

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