



Kaptel Systems LLC
1116 Bering Drive Unit 6
Houston, Texas 77057

Robocall Mitigation Program Description

At Kaptel Systems LLC, we understand the nuisance and potential harm caused by robocalls to our clients and stakeholders. In our commitment to ensuring a seamless and secure communication environment, we have implemented a comprehensive Robocall Mitigation Program. This program is designed to proactively identify and mitigate unwanted robocalls, safeguarding the integrity of our communications and protecting our clients from potential scams and fraud.

Key Features of Our Robocall Mitigation Program:

- 1. Call Authentication Protocols:** We utilize advanced call authentication protocols such as STIR/SHAKEN (Secure Telephone Identity Revisited/Signature-based Handling of Asserted information using tokens) to verify the authenticity of incoming calls. This helps in distinguishing legitimate calls from fraudulent ones.
- 2. Robocall Detection Algorithms:** Our system is equipped with sophisticated algorithms capable of identifying patterns and characteristics typical of robocalls. By analyzing various parameters such as call frequency, origin, and behavior, we can accurately detect and flag potential robocalls in real-time.
- 3. Blocking and Filtering Mechanisms:** Once a robocall is detected, our program automatically blocks or filters the call based on predefined criteria. This prevents the unwanted call from reaching its intended recipient, thereby minimizing disruptions and potential risks.
- 4. Continuous Monitoring and Updates:** We continuously monitor and update our robocall mitigation system to adapt to evolving tactics employed by scammers and spammers. This ensures that our defenses remain effective against the latest threats in the telecommunications landscape.

5. **User Education and Awareness:** In addition to technical measures, we also prioritize user education and awareness campaigns to empower our clients and stakeholders with the knowledge to recognize and report suspicious calls. By fostering a culture of vigilance and informed decision-making, we enhance overall resilience against robocall-related threats.

Benefits of Our Robocall Mitigation Program:

- **Enhanced Security:** By mitigating robocalls, we enhance the security and trustworthiness of our communication channels, fostering a safer environment for our clients and stakeholders.
- **Improved Productivity:** Minimizing the disruptions caused by unwanted robocalls allows our clients to focus on their core activities without unnecessary interruptions.
- **Compliance:** Our program aligns with regulatory requirements and industry standards for call authentication and consumer protection, ensuring compliance with relevant laws and regulations.

At Kaptel Systems LLC, we remain committed to leveraging technology and best practices to combat the scourge of robocalls and uphold the integrity of our communication ecosystem. Our Robocall Mitigation Program stands as a testament to this commitment, providing our clients with peace of mind and a seamless communication experience.