

Robocall Mitigation Program Description for TROPOSPHERE HOLDINGS, INC

Introduction

TROPOSPHERE HOLDINGS, INC is committed to protecting our customers from unwanted and illegal robocalls. In compliance with 47 CFR § 64.6305(d)(ii)-(iii), this document details our robocall mitigation program, designed to detect, prevent, and mitigate the transmission of unlawful robocalls through our network.

Program Overview

Our robocall mitigation program employs a comprehensive approach, utilizing advanced technology, industry collaboration, and consumer education to combat robocalls. The program is founded on the principles of integrity, transparency, and continuous improvement.

Key Components

1. Implementation of STIR/SHAKEN

- Description: TROPOSPHERE HOLDINGS, INC has fully implemented the STIR/SHAKEN standards across our network to authenticate caller ID information, ensuring the integrity of calling number information.
- Compliance Measures: All calls originating and terminating on our network undergo STIR/SHAKEN verification, with appropriate attestation levels assigned to outbound calls.

2. Advanced Call Analytics and Filtering

Robocall Mitigation Program Description for TROPOSPHERE HOLDINGS, INC

- Description: Our system uses advanced analytics to analyze call patterns and signaling data, identifying and blocking potentially fraudulent or unwanted calls before they reach our customers.
- Compliance Measures: We employ real-time threat intelligence and historical data analysis to continually refine our filtering criteria, effectively identifying and blocking high-risk calls.

3. Consumer Protection Tools

- Description: TROPOSPHERE HOLDINGS, INC provides customers with robust call blocking and labeling services, enabling them to manage the calls they receive.
- Compliance Measures: These tools are available and customizable via our customer portal, allowing users to set their preferences for call blocking and labeling.

4. Industry Collaboration

- Description: TROPOSPHERE HOLDINGS, INC actively engages in industry initiatives to share information, best practices, and threat intelligence on robocall mitigation.
- Compliance Measures: We collaborate with the Traceback Group, regulatory authorities, and other service providers to trace and mitigate illegal robocalls across networks.

5. Regulatory Compliance and Reporting

- Description: Our program includes measures for compliance with regulatory requirements, including monitoring and reporting our robocall mitigation efforts.
- Compliance Measures: We maintain detailed records of our mitigation activities and submit the

Robocall Mitigation Program Description for TROPOSPHERE HOLDINGS, INC

necessary reports to regulatory agencies, demonstrating our compliance with regulations and guidelines.

6. Continuous Monitoring and Improvement

- Description: TROPOSPHERE HOLDINGS, INC continuously monitors the effectiveness of our robocall mitigation measures and adapts our strategies to address evolving threats and technological advancements.
- Compliance Measures: Through regular program assessments and updates, we ensure ongoing compliance and improvement of our robocall mitigation efforts.

Conclusion

TROPOSPHERE HOLDINGS, INC is dedicated to protecting consumers from the nuisance and harm of illegal and unwanted robocalls. Our comprehensive robocall mitigation program, as outlined in this document, underscores our commitment to regulatory compliance and our ongoing efforts to enhance the security and reliability of voice communications for our customers.