

Robocall Mitigation Program Description for Clerk Chat Inc.

I. Introduction

Clerk Chat Inc., a leading Software as a Service (SaaS) company in SMS messaging, is committed to ensuring the integrity and security of its communication services. As part of this commitment, we have developed a comprehensive Robocall Mitigation Program (RMP) to protect our customers and the public from unwanted and potentially harmful robocalls. This document outlines the key components of our RMP and the measures we take to prevent the origination of illegal robocalls on our network.

II. Program Objectives

The primary objectives of our Robocall Mitigation Program are to:

- Detect and prevent the origination of illegal robocalls on our network.
- Ensure compliance with regulatory requirements and industry standards.
- Protect our customers from fraud, scams, and other malicious activities associated with robocalls.
- Maintain the integrity and reputation of Clerk Chat Inc. as a trusted communication service provider.

III. Program Components

Our Robocall Mitigation Program consists of the following key components:

Advanced Analytics and Monitoring: We utilize state-of-the-art analytics tools offered by our calling provider Bandwidth.com and monitoring systems to detect patterns and behaviors indicative of robocall activities. This includes analyzing call traffic, identifying high-risk calls, and monitoring for known robocall signatures.

Caller Authentication: Our calling provider implements robust caller authentication measures, including STIR/SHAKEN protocols, to verify the identity of callers and ensure the authenticity of caller ID information.

Blacklisting and Blocking: We maintain an updated blacklist of known robocallers and suspicious numbers. Calls originating from these numbers can be blocked or flagged for further investigation.

Customer Education and Awareness: We provide our customers with resources and tools to identify and report suspected robocalls. This includes educational materials on how to recognize and respond to potential robocall scams.

Regulatory Compliance and Reporting: We adhere to all regulatory requirements related to robocall mitigation, including filing required reports and certifications with relevant

authorities. We also collaborate with industry groups and regulatory bodies to stay updated on best practices and emerging threats.

Continuous Improvement: Our RMP is subject to ongoing review and improvement. We regularly assess the effectiveness of our mitigation strategies and incorporate new technologies and methodologies as they become available.

IV. Program Governance

The Robocall Mitigation Program at Clerk Chat Inc. is overseen by a dedicated team responsible for its implementation and management. This team works closely with our legal, compliance, and security departments to ensure the program's effectiveness and adherence to legal and regulatory standards.

V. Conclusion

Clerk Chat Inc. is committed to protecting our customers and the public from the nuisance and potential harm of illegal robocalls. Our Robocall Mitigation Program is a testament to this commitment, embodying our dedication to security, compliance, and customer trust.