

TELECMI TECHNOLOGIES PRIVATE LIMITED

Robocall mitigation plan

1. Introduction

TeleCMI is one of the smartest AI powered cloud telephony business communication platform built for novelty businesses. TeleCMI is a rapidly evolving communication platform that increases business productivity and can be easily integrated with your own CRM and familiar helpdesk tools.

TeleCMI products are designed to focus on providing business phone system to Startups, SMEs. TeleCMI partnered with leading network operators to offer superior and high-quality voice delivered with zero latency.

2. Implementation of STIR/SHAKEN Protocols

- **We adopted the STIR/SHAKEN framework** for caller ID authentication to prevent spoofed calls across the TeleCMI network.
- We work with upstream and downstream providers to ensure that calls originating from and passing through TeleCMI are authenticated and verified using **STIR/SHAKEN tokens**.
- We are regularly monitoring the call authentication to detect anomalies in call origins.

3. Call Monitoring and Analytics

- We deployed **advanced call analytics** to identify patterns that are typical of robocalls, such as high call volumes, short-duration calls, and multiple calls from the same number.
- We are using AI-based tools to automatically flag suspicious activity, including repeated calls from invalid or unregistered numbers.

4. Real-Time Call Blocking and Filtering

- We have Implemented **real-time call-blocking mechanisms** to prevent illegal robocalls from reaching end-users.
- We are having and managing **blacklist** and **whitelist** databases to block known robocall numbers while ensuring legitimate callers are not affected.

5. Caller Identity Verification

- We have implemented caller identity verification procedures to ensure that outbound calls from TeleCMI's platform are legitimate.
- We always validate the legitimacy of outbound numbers and implement policies that ensure users cannot make calls from spoofed or unregistered caller IDs.

6. Compliance with Regulatory Bodies

- We always ensure full compliance with **FCC guidelines** and any other international regulatory bodies concerning robocall mitigation.
- We are conducting timely and periodic reviews to update the mitigation strategy in line with evolving regulatory requirements.

7. User Education and Reporting

- We educate our customers with information on how to recognize and report robocalls.
- We offer features that allow end-users to easily **report suspicious calls** that may have bypassed the filtering mechanisms.

8. Verified Customer Accounts

- TeleCMI will verify each customer before they are going to opt for a demo account. TeleCMI verifies customers KYC documents with all the validations.
- With the following procedure customers can be easily validated and provided with trial usage account.

9. Call Tracking & CDR

- TeleCMI ensures tracking of all the customer calls which has been initiated from the customer end. TeleCMI maintains customer call records for an adequate duration which may be retrieved later for any emergency or fraudulent cases.
- Customers are allowed to track their answered and missed calls history with call recording for each call. Call recording & call history can be accessed by the customer from the platform for storage period of 12 months.

10. Developer API

- TeleCMI customers use our API to integrate our features with their work tools. Many customers prefer dialling and receiving calls from their own work tools.
- In that case TeleCMI platform always use to generate a unique API secret APP Id for an authentic API usage verification.

11. Authenticated usage policy

- TeleCMI privacy policy has clearly quoted that at any point of time API authentication can be cancelled to stop the current call flow.

12. Fraudulent Traffic Management

- We have developed and following systems for **fraudulent traffic management**, which can immediately detect and stop suspicious call patterns, and terminating access to the TeleCMI platform for users engaging in illegal robocall activities.

13. Customer Protection Tools

- We are providing customers with **call-blocking** features to give them control over blocking unwanted calls.
- We are integrating call-screening features, allowing customers to pre-screen unknown numbers and block calls from flagged numbers.

14. Conclusion:

- We have established an internal system for **continuous monitoring** and improvement of the robocall mitigation plan.
- We are continuously reviewing new developments in robocall tactics in regular time period and adjust the mitigation strategies accordingly.
- We are keeping ourselves stay ahead and informed on updates to regulations and ensure that the TeleCMI platform stays compliant.