

MobileSphere's Robocall Mitigation Plan

MobileSphere's Robocall Mitigation Plan is a comprehensive approach to combating the issue of illegal robocalls, in accordance with the Federal Communications Commission (FCC) guidelines and regulations. Our plan is submitted to the Robocall Mitigation Database portal and outlines the "reasonable steps" we have undertaken across various facets of our service to mitigate illegal robocall traffic. Here, we detail our strategies and measures, consistent with our prior obligations and in alignment with the specific requirements laid out by the FCC.

1. Avoidance of Illegal Robocall Traffic

MobileSphere is committed to taking proactive and effective measures to avoid the origination, transmission, or processing of illegal robocall traffic. This includes:

Implementing rigorous network monitoring and surveillance to detect and prevent illegal robocall patterns.

Establishing strict customer verification processes to ensure that new and renewing customers are legitimate and do not have a history of originating illegal calls.

MobileSphere commits to responding to any complaints within 24 hours, in accordance with FCC requirements.

2. Compliance with Know-Your-Customer Requirement

- MobileSphere provide services to end-users (consumers) and enterprise customers. Our compliance measures include:
- Conducting detailed due diligence and ongoing monitoring of our customers to ensure their traffic is legitimate.
- Implementing contractual obligations that require our customer to adhere to regulations in place

3. Particular Mitigation Practices

Our robocall mitigation practices are detailed as follows, addressing the obligations set by the FCC:

Affirmative, Effective Measures Against Illegal Calls

MobileSphere has instituted a range of affirmative measures to prevent our customers from originating illegal calls. These measures include:

- Enhanced customer screening and validation processes.
- Regular training and updates for our staff on detecting and preventing illegal call activities.
- Implementing technology-based solutions like audio transcription for call content monitoring.

Know-Your-Customers Procedures

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- Regular audits and assessments of our customers.
- Clear communication channels for the exchange of information regarding anti-robocall practices.
- Ensuring that our contracts with our customer include clauses mandating adherence to respecting regulations

Use of Call Analytics Systems

MobileSphere employs advanced call analytics systems across our network to identify, assess, and block illegal robocall traffic. These systems are equipped with:

- Machine learning algorithms for pattern recognition and anomaly detection.
- Real-time blocking of calls identified as illegal or fraudulent.
- Ongoing refinement of analytics models based on new data and emerging trends in robocall tactics.