

Robocall Mitigation Program

Overview: The Robocall Mitigation Program is designed to protect consumers from the increasing threat of unwanted and fraudulent robocalls. This comprehensive solution leverages advanced technologies and regulatory compliance to identify, block, and reduce the volume of robocalls, ensuring a safer and more secure communication environment.

Wilson Computer Support does not support any outbound call centers nor any business that would implement automated predictive dialing technologies.

Key Features:

1. Caller ID Authentication:

- Utilizes STIR/SHAKEN protocols to verify the authenticity of caller IDs, preventing spoofed calls from reaching consumers. Customers are prevented from manually entering Caller ID information. Caller ID is automatically assigned to each telephone number assigned-to or owned by the business after port-in and verification of phone number ownership.

2. Regulatory Compliance:

- WCS ensures adherence to national and international regulations, including the Telephone Consumer Protection Act (TCPA) and the TRACED Act, to maintain legal standards and avoid penalties.
- WCS will fully cooperate with the FCC and Law Enforcement within a reasonable timeframe (usually 24 hours) to all traceback requests, for both investigative and mitigation purposes.
- WCS utilizes top-tier 3rd party Carriers for their PSTN connectivity, and can submit requests to those parties when traces require additional PSTN details beyond what our systems capture.

Response to an alert:

If a RoboCall has been reported by a recipient (or their authorized agent/representatives), or by a destination Carrier, we will follow this process:

- Identify the originating Customer Domain of the RoboCall
- Disable the originating Customer Domain of the RoboCall
- Contact the Customer advising them of the service being disabled and work with them to quickly mitigate any robocalling technologies.
- Respond, as necessary, to the initial reporter(s) of the RoboCall, notifying the complainant that services has been disabled, and to confirm they are no longer receiving any additional calls that must also be addressed.

- Reinstate the Customer, only after it has been confirmed that RoboCalling for that domain has been prevented.

To report a RoboCall incident

- Email help@wilsoncomputer.com. This will create a ticket alerting us to the incident. An investigation will begin immediately. Reports of RoboCalling will be responded to within 24 hours.