

Meowtel.com

Robocall Mitigation Program Description

Introduction

- **Company Overview:** Meowtel.com is a marketplace connecting cat parents with cat sitters, offering convenience and quality care through technology.
- **Our communication with customers primarily occurs via e-mail, but we are also sending transactional SMS, using services provided by Bandwidth.com. These phone numbers provided by Bandwidth.com are exclusively used to send SMS, and never to place phone calls.**
- **Purpose of Document:** This document is intended to comply with the FCC's Robocall Mitigation Database requirements, specifically addressing the use of SMS services and our lack of involvement with voice call transmissions.

Service Description

- **Use of Telecommunications Services:** Meowtel.com utilizes Bandwidth.com telecommunications services solely for sending SMS messages to our customers. We do not use these services for making voice calls.
- **Type of Services Used:** We contract SMS services through Bandwidth.com. This partnership does not involve any features that enable voice communication capabilities on our platform.

Mitigation Strategies for Unlawful Calls

- **Lack of Voice Calls:** As Meowtel.com does not engage in voice communications, there is no exposure to voice call-based robocall vulnerabilities within our telecommunications usage.
- **Control Measures:** We maintain strict control measures to ensure that our telecommunications services are used exclusively for SMS communications. These measures include technical restrictions and administrative policies.

Compliance and Monitoring

- Compliance with FCC Guidelines: We adhere to all FCC guidelines applicable to SMS service providers, ensuring our practices align with telecommunications standards and consumer protection laws.
- Monitoring and Auditing: Regular audits are conducted to verify the exclusive use of SMS services and to ensure no deviations into unauthorized voice communications occur through our Bandwidth.com account.

Staff Training and Awareness

- Training Programs: All staff members who have access to our Bandwidth.com Administrative section are trained on the importance of compliance with telecommunications use policies, with specific emphasis on the prohibition of voice communication through our SMS service channels.

Future Mitigation Plans

- Improvements and Upgrades: We continuously evaluate our telecommunications use and plan further enhancements to our SMS services to improve security and effectiveness.

Certification

- Statement of Accuracy and Compliance: We certify that the information provided herein is accurate and compliant with current FCC regulations.
- Signature:

- Name: **Bruno Leveque**
- Title: **CTO**
- Date: **April 22nd, 2024**

Bruno Leveque

Contact Information

- Responsible Officer:

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Title: **CTO**

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- Date: **April 22nd, 2024**