



ENTERPRISE

SOLUTIONS CONSULTING INC

Robocall Mitigation Plan for ESC Inc.

Enterprise Solutions Consulting, Inc, has been a long-standing service provider in the Chicagoland area. We have partnered with Industry leaders in an effort to stop illegal robocalling. Ensuring that illegal robocall prevention coexists with effective traffic delivery of legal calls across the communications ecosystem will depend critically upon the effective use of multi-faceted tools like the RMD together with other industry best practices and the increased adoption of basic and evolving SHAKEN/STIR specifications.

TECHNICAL AND OPERATIONAL FOUNDATIONS OF ESC's PLAN

1. **Prevention:** ESC Inc. has a stringent on-boarding screening process designed to prevent those that may engage in illegal robocalling from becoming Bandwidth customers at the outset. After our initial "Know Your Customer" screening and customers are on-boarded, ESC works to stay closely aligned with its customers regarding the industry's anti-robocalling objectives by providing regular customer communications to remind, educate and clarify what behaviors may signal or constitute unlawful robocalling and encourage them to take all necessary steps to prevent illegal robocalling behaviors on their networks. ESC has also adopted contractual requirements to ensure that its customers agree to cooperate with the ITG and agree to follow all applicable laws against illegal robocalling fraud and abuse.
2. **Detection:** ESC has a team of experts whom have deployed and supported various technical operational process and procedures to detect and analyze the use of its services and traffic on our networks. Our Senior experts have been monitoring our network infrastructures for nearly twenty-five years. We have best in class tools in place to aid in monitoring abusive transactions. ESC is constantly evolving our Robocall detection capabilities to improve our ability to respond in a rapid reaction to halt these behaviors.
3. **Mitigation:** ESC uses tools and analytics along with a sophisticated notification systems to prevent the delivery of unwanted and illegal traffic to the greatest possible degree. ESC Manages all of its STIR/SHAKEN features as well as call blocking tools designed to eliminate and block calls from invalid and illegal telephone numbers.