

BitSwat, LLC. cares about safety, so we regularly use dial tone providers that have implemented their own Robocall mitigation plans as well.

Our provider deploys different systems to detect potential robocall activity based on many statistics such as average call duration, Answer Seize Ratio (“ASR”), and call count carrier/consumer reports. As part of its robocall mitigation program, these solutions are provided on its network to help minimize the impact of illegal or unwanted robocalls on customers:

- Automatic Number Identification (“ANI”) Management: Utilized for customer traffic which is sent to Provider via a LCR engine. ANI Management is used to identify and block originating telephone numbers that are deemed abusive based on repeat attempts to reach the Provider Network.
- Randomizer: Utilized for customer traffic which is sent to Provider via a Least Cost Routing (“LCR”) engine. Based on calling party telephone number analytics, an announcement is played to the calling party that requires the calling party to enter two randomly generated digits to complete the call. If the correct digits are not entered, the call will not proceed (machine generated calls presumably are unable to enter the randomly generated digits).
- Proactive Blocking: Applied to all traffic. Per rules adopted by the Commission in FCC 17-151, Provider blocks calls from phone numbers on Do-Not-Originate (“DNO”) lists from US Telecom and Neustar. In certain circumstances, Provider also blocks calls that originate from invalid, unallocated, or unused numbers. Through reports generated by Call Detail Record (“CDR”) and pattern trends, fraud information sharing through industry organizations, and third-party notifications and complaints, Provider is able to identify potential unlawful robocalling.

We have business relationships with each of our customers customers that are existing and with new ones. The objective of this policy is to prevent us from being used, intentionally or unintentionally, for spoofed or illegal traffic. It helps us to understand our customers actions and policy better, which in turn helps us manage unacceptable traffic. Our customer’s traffic is monitored daily so we don’t miss any inconsistent call volume.