

Robocall Mitigation Program Description

Company Overview

Juvo Leads is committed to providing high-quality, reliable telecommunications services while ensuring compliance with industry regulations and standards. As part of our commitment to combatting illegal robocalls, we have developed and implemented a comprehensive Robocall Mitigation Program (RMP).

Robocall Mitigation Efforts

Our Robocall Mitigation Program includes the following key components:

1. Call Authentication Framework

- Juvo Leads has implemented the STIR/SHAKEN framework for all IP-based voice calls. This ensures that caller ID information is verified and authentic, reducing the likelihood of spoofed calls reaching end users.

2. Traffic Monitoring and Analytics

- We continuously monitor voice traffic patterns to identify unusual calling behaviors, such as high call volumes from specific sources or anomalous call duration metrics.
- Advanced analytics tools are employed to detect and block suspicious traffic.

3. Call Blocking Mechanisms

- Known sources of illegal robocalls are proactively blocked based on intelligence shared within the industry and through federal and state regulatory agencies.
- Dynamic call-blocking mechanisms are in place to respond to real-time threats.

4. Collaboration with Industry and Authorities

- Juvo Leads participates in industry forums and collaborates with law enforcement and regulatory bodies to stay informed about the latest threats and mitigation techniques.
- We maintain open lines of communication with the Federal Communications Commission (FCC) and other relevant authorities to promptly address issues related to robocalls.

5. Customer Education and Support

- Resources are provided to customers to help them recognize and report illegal robocalls.
- A dedicated support team is available to address customer concerns related to robocalls and spoofing.

6. Internal Policies and Procedures

- Strict internal policies govern how call traffic is handled to ensure compliance with regulatory requirements.
- Employees are trained regularly on best practices for robocall mitigation.

Compliance and Reporting

Juvo Leads ensures ongoing compliance with the FCC's robocall mitigation requirements by:

- Submitting regular reports to the Robocall Mitigation Database.
- Conducting periodic audits of our mitigation efforts to ensure effectiveness and identify areas for improvement.

Contact Information

For inquiries related to our Robocall Mitigation Program, please contact:

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Juvo Leads is committed to fostering a safer telecommunications environment and will continue to enhance its robocall mitigation efforts in response to emerging threats and evolving regulatory standards.