

Call Networks, Inc. Robocall Mitigation Program Description

As a U.S.-based Voice Service Provider, Call Networks, Inc. acknowledges the critical need to reduce the impact of unsolicited automated calls, commonly referred to as robocalls. Although we are not required to implement the STIR/SHAKEN authentication framework due to our position within the call flow and the specific nature of our services, Call Networks, Inc. remains firmly committed to maintaining the integrity of telecommunications networks and safeguarding customers against fraudulent and abusive practices.

Our Robocall Mitigation Program is designed to comply with regulatory requirements outlined in 47 CFR § 64.6305(a) and consists of the following components:

1. Illegal Robocall Prevention Measures:

- Call Networks, Inc. has implemented comprehensive measures to prevent the origination of illegal robocall traffic on our network.
- We continuously monitor our network for any suspicious activity and employ advanced algorithms and filtering techniques to identify and block unauthorized automated calls.

2. Commitment to Cooperation:

- Call Networks, Inc. is committed to cooperating fully and promptly with the Federal Communications Commission (FCC), law enforcement agencies, and industry traceback consortia in responding to traceback requests.
- We pledge to respond within 24 hours to all traceback requests, providing relevant information and assisting authorities in investigating and stopping any illegal robocallers that try to exploit our services.

3. Robocall Mitigation Database Compliance:

- Call Networks, Inc. ensures compliance with all requirements related to the Robocall Mitigation Database.
- We certify that any prior certifications remain valid and have not been revoked by Commission action. Additionally, we have not been prohibited from filing in the Robocall Mitigation Database by the FCC.

4. Internal Monitoring and Reporting:

- Call Networks, Inc. maintains rigorous internal monitoring and reporting mechanisms to track the effectiveness of our robocall mitigation efforts.
- We regularly review and update our policies and procedures to adapt to evolving threats and regulatory changes in the telecommunications industry.

5. Customer Education and Awareness:

- Call Networks, Inc. is committed to raising awareness among our customers about the risks associated with robocalls and providing guidance on how to identify and report suspicious activity.
- We offer educational resources and support channels to empower customers to protect themselves from robocall scams and fraudulent activities.

In summary, Call Networks, Inc.'s Robocall Mitigation Program reflects our strong commitment to preventing the spread of unlawful robocalls and preserving the integrity of telecommunications services for our customers. We fully comply with our obligations under 47 CFR § 64.6305(a) and remain committed to cooperating with regulatory authorities and industry stakeholders to effectively mitigate robocall-related risks.