

Future Technologies of America LLC dba QTS Integration Robocall Mitigation Program Description

Introduction: In response to the increasing prevalence of robocalls, Future Technologies of America has developed a comprehensive Robocall Mitigation Program aimed at reducing the impact of unwanted automated calls on our customers and stakeholders. This program outlines our commitment to combatting robocalls and protecting the integrity of communication channels.

Program Goals: The primary goals of our Robocall Mitigation Program are as follows:

1. Reduce/prevent the frequency of unwanted robocalls received by our customers.
2. Enhance the overall trust and reliability of our communication channels.
3. Ensure compliance with relevant regulations, including the Telephone Consumer Protection Act (TCPA) and Federal Communications Commission (FCC) guidelines.
4. Implement effective strategies and technologies to identify and block illegal robocalls.
5. Educate customers and stakeholders about robocall prevention measures and best practices.

Key Components: Our Robocall Mitigation Program encompasses the following key components:

1. **Call Authentication:** Future Technologies of America uses "Vodia PBX", which used in conjunction with the telecommunications service provider, QuestBlue, implements call authentication protocols such as STIR/SHAKEN to verify the legitimacy of incoming calls and mitigate spoofing.
2. **Robocall Detection:** Utilization of advanced analytics and machine learning algorithms to detect patterns indicative of robocall activity.
3. **Blocking and Filtering:** Deployment of call-blocking and filtering mechanisms to prevent robocalls from reaching end-users.
4. **Customer Education:** Provision of educational resources and materials to inform customers about robocall threats and empower them to take preventive measures.
5. **Compliance Monitoring:** Regular monitoring and auditing of our robocall mitigation efforts to ensure alignment with regulatory requirements and industry standards.
6. **Continuous Improvement:** Ongoing assessment and refinement of our mitigation strategies based on emerging threats and technological advancements.

Benefits: By implementing our Robocall Mitigation Program, Future Technologies of America aims to deliver the following benefits:

1. Enhanced customer satisfaction and trust in our communication services.
2. Reduction in the annoyance and disruption caused by unwanted robocalls.
3. Strengthened regulatory compliance posture and risk mitigation.
4. Preservation of the integrity and reliability of our brand reputation.
5. Contribution to the broader industry efforts to combat illegal robocall activity.

Conclusion: Future Technologies of America is committed to proactively addressing the robocall epidemic through our comprehensive Robocall Mitigation Program. By leveraging cutting-edge technologies and best practices, we aim to create a safer and more secure communication environment for our customers and stakeholders.

For inquiries or further information about our Robocall Mitigation Program, please contact David Hinojos by email at david@getqts.com, or by phone at (702)857-7960 x 201.