

Robocall Mitigation Program

- **Know Your Customer (“KYC”)**

Our customer onboarding process includes; customer initial screening, standard KYC questions, and verification of all information that we receive. To the extent permissible by relevant privacy law, we maintain and update this information through the life of our engagement with customers. This control helps identify and prevent bad-actors from using our products.

- **New Customer Screening**

Every client is thoroughly vetted before their service commences. Hybrid Teletech works with each customer to understand their business and their specific business needs, first as part of the sales process and second as part of the implementation process.

- **Fraudulent Monitoring**

In the event that a client is able to evade the above attempts to prevent robocalls or if fraud occurs, Hybrid Teletech performs both real-time monitoring and CDR analysis of call volumes to quickly identify and terminate instances of high volume outbound calls. At an individual user level, this system automates the identification of callers who are generating high volumes of outbound calls and notifies our support team of the incident. When a notification is received, our support team immediately disables the user’s ability to place outbound calls and then investigates the underlying cause. CDR analysis is performed monthly to identify clients and individual users whose call volumes exceed normal business usage. The CDR’s are stored in a data warehouse and analysis is performed using a BI (business intelligence) tool.

- All customers have to provide Signed agreement to make sure they are genuine resellers of services.
- Customers have to provide their website, KYC and detail information so that we can verify them
- Our switch blocks all the invalid ANI
- Our switch blocks all invalid outbound termination (We enable DNC)
- Our switch create a report for spam calls and we block all ani on daily basis which appear to be spam
- Any traceback we receive from US telecom we comply with that and we make sure our customer also complies so us telecom get to the sources who are sending these kind of calls.
- We make sure our customer blocks that customer who is sending these calls. As we are selling to resellers only.
- We would appreciate if you could provides us any additional measure so that we can stop this robo calling or spoof calling

- **Traceback Monitoring**

We commit to respond to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating stopping any illegal robocalls.

Thank you for this opportunity to share more about our business. We appreciate the important purpose of these mandates; and we are proud to continue our part to support this important legislation. Please feel free to reach out to us if you have any questions, comments, or concerns.