

The TAS GUY, LLC Robocall Mitigation Program Description

This Robocall Mitigation Plan is submitted by The TAS Guy, LLC (RMD0012537) ("TAS GUY"), in order to comply with 47 C.F.R. § 64.6305, adopted by the Federal Communications Commission (FCC) which requires all "voice service providers," "gateway providers," and "non-gateway intermediate providers," to establish a "robocall mitigation plan."

This document sets forth TAS GUY's current policies and procedures designed to reduce or eliminate illegal robocalls from its network.

I. Company Information:

- Provider Type: Voice Service Provider
- Role in the Call Chain: TAS GUY specialize in designing, deploying, and maintaining voice and data networks for their clients, providing tailored support for answering services. They offer both cloud options and on-premise options for these networks. 95% of the calls utilizing the service are in-bound, and 5% are out-bound.
- Third-Party Support: TAS Guy relies on upstream third-party providers to implement STIR/SHAKEN.

II. Robocall Mitigation Efforts:

- Follow all "Know Your Customer" requirements set out by the FCC.
- All operator connections are via Virtual Private Network (VPN) and only authorized upstream providers are allowed to travel through the firewall.
- Call records are maintained for two years in compliance with the TRACED Act.
- TAS GUY acts promptly to investigate and resolve any flagged or identified issues.
- TAS GUY has established methods and procedures to monitor its network and detect / prevent fraudulent activity. TAS GUY uses call authentication, call labeling, and call blocking services to protect its networks and consumers from harmful calls. TAS GUY also uses software to monitor its network's daily usage and has established methods and procedures in place to address issues as soon as they are identified.

III. STIR/SHAKEN Responsibility:

- Calls originated on or received by TAS GUY networks are authenticated through third-party provider(s) that perform STIR/SHAKEN implementation on the company's behalf.

IV. Commitment to Compliance:

- Maintain an active process for monitoring and responding to complaints about illegal robocalls.
- Regularly review and update robocall mitigation procedures to align with FCC regulations.

V. Contact Information:

For questions related to this Robocall Mitigation Plan, please contact:

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