

Robocall mitigation for AMERICAN INVEST HOLDING LLC

details the specific reasonable steps it has taken to avoid originating illegal robocall traffic as part of its robocall mitigation program, and, if applicable, the type of extension or extensions it received under 47 CFR § 64.6304.

1/customers are vetted and call data record are monitored to see pattern of calls

American Invest Holding LLC's robocall mitigation program policies

All accounts on the portal sign up are required to provide an official identification and a payment form matching the geo location of the account holder.

1. We are responding within 4 hours or less depends on the emergency to all trace back requests from the Commission, law enforcement, and the industry trace back consortium.
2. Cooperating with such entities in investigating and stopping any illegal robocallers that use its service to originate calls.

American Invest Holding LLC has taken steps such as vetting customers and monitoring call data records to identify patterns of calls. These are indeed reasonable steps that align with the FCC's guidelines.

2/customers must comply with all our request for identification and ownership

American Invest Holding LLC enforce strictly this policy and that's another important step in a robocall mitigation program. Requiring customers to comply with all requests for identification and ownership can help ensure that the service is not being used for illegal purposes. This can include verifying the identity of the customer, confirming the legitimacy of their business, and understanding the nature of their call traffic.

These measures can help prevent illegal robocall traffic from being originated and can contribute to a safer and more secure communication environment.

However, it's also important to balance these security measures with respect for customer privacy and adherence to relevant laws and regulations.

based on typical practices and may not reflect the exact practices of American Invest Holding LLC. for the most accurate information, please directly contact American Invest Holding LLC .

3/if our noc department see calls that are robotcall account of customer become frozen until investigation

American Invest Holding LLC will act swiftly because the traffic is monitored live 24 hours a day and Yes, freezing the account of a customer when suspected robocall traffic is detected is a proactive measure that aligns with the FCC's guidelines on preventing illegal robocalls.

Our Network Operations Center (NOC) are operating 24/7 and plays a crucial role in monitoring call patterns and identifying potential robocall traffic. If the NOC department identifies calls that appear to be robocalls, freezing the customer's account until an investigation can be conducted is a reasonable step. This can prevent further potentially illegal robocall traffic from being originated from that account.

During the investigation, the customer may be asked to provide additional information or clarification about the calls. If the investigation confirms that the calls are indeed illegal robocalls, appropriate action can be taken, which may include terminating the customer's service.

This approach helps protect consumers from unwanted robocalls and contributes to the overall integrity of the telecommunications system. However, it's important to ensure that these measures are implemented in a fair and transparent manner, with respect for the rights of the customers.

Again, this is a general explanation based on typical practices and FCC guidelines, and may not reflect the exact practices of American Invest Holding LLC. For the most accurate information, please directly contact American Invest Holding LLC .

4/no dialers are allowed on the networks and acd/asr for a normal pattern of usage

American Invest Holding LLC is Prohibiting the use of dialers on the network is a strong measure that can help prevent the origination of illegal robocalls. Dialers, especially auto-dialers, can be used to generate a large volume of calls in a short period of time, which is a common characteristic of robocall campaigns.

In addition to this, monitoring Average Call Duration (ACD) and Answer Seizure Ratio (ASR) for a normal pattern of usage is another effective strategy. ACD and ASR are key performance indicators in telecommunication:

- **ACD (Average Call Duration):** It's the average duration of the calls made over a specific period. A sudden drop in ACD might indicate that a large number of calls are being made but not answered, which could be a sign of robocall activity.
- **ASR (Answer Seizure Ratio):** It's the percentage of attempted calls that are successfully connected. A low ASR might indicate that a large number of calls are being made but not connected, another potential sign of robocall activity.

By monitoring these metrics, American Invest Holding LLC can identify abnormal call patterns that might indicate robocall activity and take appropriate action.

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