

TecInfo Communications takes a multi-pronged approach to Robocall Mitigation.

For outbound robocall mitigation from our customers to the PSTN (Know Your Customer), we:

- Provide an easy way for other carriers to report nuisance calls to us and investigate all reports with a written response
- Have implemented strong know-your-customer policies
- Require positive identification of all customers with a FEIN or Drivers License
- Will not serve any customer which is not a verifiable US-based corporation or LLC
- Require executed contracts with all commercial customers which specifically prohibit the use of our service for any illegal activity
- Suspend and/or terminate service to any customer found to have violated our agreement after notice and an opportunity to cure
- Ensure that all outbound calls are being properly signed via STIR/SHAKEN.
- Do not permit our numbers to be activated or used for text messaging with any other provider
- Keep all call detail records and text messages for 5 years

For inbound robocall mitigation from the PSTN to our customers (Know Your Upstream Provider), we:

- Source all PSTN connectivity from a single regulated US carrier.
- Provide an easy way for our customers to report nuisance calls to us and investigate all reports
- Routinely monitor call flows and traffic volumes from other carriers
- Investigate traffic bursts and other suspicious traffic patterns when they occur
- Keep all call detail records and text messages for 5 years