



Wind Telecom, Santo Domingo, Distrito Nacional, Dominican Republic

Javier Ledesma
Wholesale & B2B Products Manager

Dear FCC, to whom it may concern,

Re: Robocall Mitigation Program - Reasonable Steps Taken

I hope this letter finds you well. We are writing to provide you with an overview of the specific reasonable steps that Wind Telecom has taken as part of our robust Robocall Mitigation Program. Our commitment to combating illegal robocall traffic is a top priority, and we take our responsibilities under 47 CFR § 64.6304 very seriously.

As outlined in 47 CFR § 64.6304, we have implemented the following measures to prevent and mitigate the origination of illegal robocall traffic:

Monitoring and Reporting: We continuously monitor our network for unusual call patterns and traffic, and we promptly report any suspicious activity to the appropriate authorities, such as the Dominican Republic regulator, Dominican Institute of Telecommunications (INDOTEL).

Customer Education: We educate our customers on recognizing and reporting illegal robocalls. We provide resources and information to empower them to protect themselves from unwanted calls.

Blocking and Filtering: We maintain a database of known robocall and employ blocking and filtering techniques to prevent such calls from reaching our customers.

Compliance Revisions: We conduct regular compliance revisions to assess the effectiveness of our robocall mitigation program and make necessary improvements to our reporting systems and to comply with the appropriate authorities, such as the Dominican Institute of Telecommunications (INDOTEL).

Regulatory Compliance: We ensure our best effort to comply with all regulatory requirements related to robocall mitigation within the capabilities of our network and according to local authorities and our voice termination partners.

These are just some of the specific measures we have put in place to address the issue of illegal robocall traffic. Our commitment to enhancing call integrity and preventing fraudulent calls remains unwavering.

We believe that by implementing these measures, we are making significant strides toward a safer and more secure telecommunications environment for our customers and the broader community.

Should you have any questions or require additional information regarding our Robocall Mitigation Program or the steps outlined above, please do not hesitate to contact us.

Thank you for your attention to this matter. We look forward to continuing our collaboration in the ongoing effort to combat illegal robocalls.

Sincerely,

Javier Ledesma
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