

Robocall Mitigation Strategy – Combry

Combry is committed to protecting its network, customers, and partners from unlawful robocalls. Our strategy incorporates advanced technologies, employee accountability, and regulatory alignment to maintain a secure and trusted telecommunications environment.

1. Caller ID Authentication (STIR/SHAKEN Implementation)

We use STIR/SHAKEN protocols to verify the authenticity of caller ID information. This ensures every call originating from Combry is traceable and trustworthy, helping prevent spoofed or deceptive calls.

2. Staff Awareness & Compliance Training

Our employees undergo regular training on FCC rules regarding robocalls. Calls are placed only with the recipient's clear consent or within an existing business relationship, ensuring lawful communication at every level.

3. Robust Call Blocking & Filtering Tools

To reduce exposure to illegal robocalls, we utilize cutting-edge filtering systems. These tools are frequently updated with real-time threat intelligence and known spam sources, enhancing customer protection.

4. Real-Time Monitoring of Call Patterns

We actively track call activity using intelligent analytics. Unusual call patterns trigger immediate alerts, prompting investigation and action to prevent potential abuse.

5. Clear Consent Capture & Recordkeeping

Before any outreach, we obtain and document express consent. Consent records include the time, date, and method of acquisition to ensure compliance with all FCC and TCPA guidelines.

6. Optional Robocall Mitigation Features for Customers

Combry offers additional call screening services to customers seeking enhanced protection. These tools are presented transparently, and customers are empowered to opt in based on their needs.

7. Reporting and Escalation Protocols

We encourage both customers and employees to report suspicious robocalls. Verified complaints are shared with the FCC or other appropriate bodies, supporting regulatory enforcement efforts.

8. Comprehensive Activity Logging

All outbound calls are logged with detailed metadata such as timestamps, destinations, and in some cases, call content. These logs ensure traceability and support legal and compliance reviews.

9. Ongoing Strategy Review and Updates

Our mitigation approach is not static. We conduct periodic reviews and make necessary adjustments to stay aligned with the latest regulations, technologies, and threat trends.

10. Transparency through Public Communication

We keep our users informed through website updates and customer communications that outline our robocall policies. This openness builds trust and promotes awareness of our efforts.

11. Legal Oversight & Regulatory Consultation

Combry works with telecom legal experts to interpret new FCC directives and maintain full legal compliance. This ensures that our internal policies evolve as the regulatory landscape shifts.

12. 24-Hour Regulatory Response Commitment

We are committed to responding to traceback and regulatory requests within 24 hours. This rapid turnaround reflects our dedication to cooperation and proactive risk mitigation.

13. Operational Readiness and Responsiveness

Our internal teams are equipped with clear protocols to react quickly to threats or compliance concerns. Fast resolution strengthens customer confidence and reduces systemic risk.

Conclusion

Through this multi-layered mitigation strategy, **Combry** reinforces its dedication to combating illegal robocalls while remaining fully compliant with FCC regulations. Our goal is to provide a secure, transparent, and trustworthy communication environment—and we continuously refine our approach to meet that commitment.
