

## **Robocall Mitigation Plan**

This document outlines TELE-C COMMUNICATIONS CORPORATION Robocall Mitigation Plan, which will be submitted to the Federal Communications Commission's (FCC) Robocall Mitigation Database. The plan aims to combat illegal robocalls through robust monitoring and reporting systems while ensuring compliance with current laws, regulations, and best practices established by the telecommunications industry and regulatory authorities. TELE-C COMMUNICATIONS CORPORATION is committed to refining and enhancing this plan to address emerging challenges and align with evolving regulatory standards.

### **Monitoring**

TELE-C COMMUNICATIONS CORPORATION employs advanced monitoring systems to detect and analyze unusual voice network traffic patterns that may indicate robocalling activity. These systems are designed to continuously assess high-volume traffic across our voice networks, enabling the identification of deviations from normal usage, such as unexpected spikes in call volumes or attempts to use unverified or invalid Telephone Numbers (TNs).

Real-time alerts are generated when suspicious calling patterns are detected, such as surges in call activity, robocall-like behaviors, or fraudulent TN usage. This early detection enables swift investigation and mitigation of potential threats to our network and consumers.

### **What we do if we notice Suspicious Activity**

When our monitoring systems detect activity consistent with illegal robocalls or when there is reason to suspect such behavior, TELE-C COMMUNICATIONS CORPORATION will act immediately to identify the source. This process involves tracing the origin, routing, or termination points of the suspicious traffic within our network.

Once the responsible entity is identified, TELE-C COMMUNICATIONS CORPORATION will implement appropriate measures, including:

**Validating TN Authorization:** Verifying whether the originating party is authorized to use the identified TN. If fraudulent or unauthorized use is confirmed, immediate steps will be taken to revoke or suspend the TN's usage.

**Suspending Call Operations:** If necessary, will suspend the originating, routing, or terminating capabilities of the party responsible for the suspicious traffic to halt further illegal activity and protect consumers from harm caused by robocalls and spoofing.

This Robocall Mitigation Plan will be continuously updated to incorporate new technologies and practices, ensuring proactive measures to safeguard the integrity of our network and protect consumers.

**Know Your Customer (KYC)**

We collect and verify the identity, address, and financial details of their customers. This process ensures compliance with legal and regulatory requirements, helps prevent fraud, and other illicit activities, and promotes secure business practices.

**Traceback Cooperation**

We are committed to responding promptly to all traceback requests from the Commission, law enforcement agencies, and the registered traceback consortium. TELE-C COMMUNICATIONS CORPORATION collaborates actively with these entities to investigate and halt any unlawful use of our services by illegal robocallers.

**STIR/SHAKEN Implementation**

Complete STIR/SHAKEN Implementation. All calls on our network are subject to a robocall mitigation program consistent with 47 CFR § 64.6305(b), which shall include reasonable steps to avoid carrying or processing illegal robocall traffic and shall include a commitment to respond fully and within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to carry or process calls.