

The Technology That Works, LLC Robocall Mitigation Plan

Date: February 24, 2024

Introduction:

Robocalls have become a significant nuisance for consumers and a challenge for businesses. The Federal Communications Commission (FCC) has mandated regulations to mitigate the proliferation of unwanted robocalls, aiming to protect consumers from fraudulent and bothersome calls. As a responsible corporate entity, The Technology That Works, LLC recognizes the importance of complying with FCC regulations and ensuring a positive experience for its customers. This FCC Robocall Mitigation Plan outlines our strategies and actions to prevent unauthorized robocalls from our systems and to contribute to the broader effort in reducing spam calls.

1. Compliance with FCC Regulations:

- We will ensure full compliance with all FCC regulations related to robocall mitigation.
- Regular audits will be conducted to ensure ongoing adherence to FCC guidelines and to promptly address any deviations.

2. Monitoring and Reporting:

- We will establish robust monitoring systems to track outgoing call patterns and identify any anomalies that may indicate potential robocall activity.
- Immediate reporting mechanisms will be in place to escalate and investigate any suspected instances of unauthorized robocalls.

3. Customer Education and Awareness:

- We are committed to educating our customers about robocall mitigation techniques and how to distinguish legitimate calls from fraudulent ones.
- Resources such as blog posts, FAQs, and email communications will be utilized to disseminate information on recognizing and reporting robocalls effectively.

4. Collaboration with Industry Partners:

- The Technology That Works, LLC will actively engage with industry partners, including telecom providers and other businesses, to share best practices and collectively combat robocall threats.
- Participation in industry forums and collaborative initiatives will be prioritized to foster a united front against spam calls.

5. Continuous Improvement:

- We recognize that the landscape of robocall threats is constantly evolving, and we are committed to continuously improving our mitigation strategies.
- Regular reviews and updates to our robocall mitigation plan will be conducted to adapt to emerging challenges and incorporate new technologies or regulatory requirements.

Conclusion:

The Technology That Works, LLC is dedicated to upholding the highest standards of ethical communication and customer service. Through strict adherence to FCC regulations, proactive monitoring, customer education, collaboration with industry stakeholders, and a commitment to continuous improvement, we aim to significantly reduce the incidence of unwanted robocalls and enhance the overall integrity of our communication channels. By prioritizing consumer protection and engagement, we reaffirm our commitment to being a trusted partner for our customers.

Signed,
Ben Roberts
The Technology That Works, LLC