

Robocall Mitigation Program Description

1. Company Overview:

Replicant Communications, Inc. markets and sells Conversational Voice AI technologies with its Thinking Machine, capable of providing customer service and other automation for both inbound and outbound calls across various industries including Insurance, Healthcare, Food Ordering, and Emergency Road Service.

2. Implementation of STIR/SHAKEN:

While Replicant itself has not directly implemented STIR/SHAKEN, we ensure compliance through our reliance on carriers who are fully compliant with the STIR/SHAKEN caller ID authentication standards. All outbound calls made using our service are routed through these carriers, guaranteeing that caller ID authentication is rigorously applied, adhering to industry standards to prevent caller ID spoofing.

3. Robocall Mitigation Practices:

Our operational practices are stringently controlled:

- Legal and Vetted Use Cases Only: Replicant only supports pre-approved, legal use cases that DO NOT include outbound marketing or unsolicited calls.
- Rigorous Customer Vetting Process: Every client undergoes an extensive evaluation to ensure compliance with legal standards and our internal policies.

4. Reasonable Steps to Mitigate Illegal Robocalls:

Reliance on Compliant Carriers: All calls are placed through carriers that enforce STIR/SHAKEN, ensuring a high level of scrutiny and authentication for every call. Replicant does not access the PSTN directly.

Monitoring and Compliance: Continuous monitoring of call activities allows us to ensure adherence to approved practices and resolution of any deviations.

6. Contact Information:

For further inquiries or more details on our robocall mitigation efforts, please contact:

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Replicant remains committed to maintaining the highest standards of telecommunications integrity and compliance with FCC regulations.