

Open Banking Solutions
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Robocall Mitigation Plan

Open Banking Solutions (OBS) deals primarily with Financial Institutions (along with a few schools and churches). We deal day-to-day with high amounts of incoming call traffic and call routing. Our customers do not spend a lot of time making phone calls or sales; but focus heavily on Customer Service. As the phone system provider to our customers, we do not allow any Robocalls from the phone system. We have phone analytics running on the phone system to ensure call volumes are not outside the norm. By default we block all international calling, if a request is submitted to make international calls we create custom pins associated to a specific person to enter to allow the international call to be made.

- Traceback Response: - Commit to responding fully and within 24 hours to all traceback requests from the FCC, law enforcement, and the industry traceback consortium. - Provide detailed call records and cooperate in the investigation and cessation of illegal robocall operations. - Collaboration: - Work with other telecommunications providers, industry groups, and regulatory bodies to share information and best practices for robocall mitigation.

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