

Robocall Mitigation Description

Steps TechServ takes to mitigate the risk of illegal robocalls:

- Our SIP Provider is Skytel, a large nationwide carrier in the US and Canada
 - <https://skytel.com/>
 - Skytel as of May 22nd, 2024 is applying Stir/Shaken to our outbound traffic
- Our telephone clients as of 2024 are primarily restaurants, small offices, and other small businesses (flooring companies, mechanics shops, etc).
- We have direct communication with our clients as to what they want to accomplish with their telephone system
 - Our sign-up process is not automated. They have to communicate with us
 - By default, our users do not have administrative access to their PBX
 - We try to give them as little administrative access as possible unless the client really needs it. If they do, they need to tell us why
- We generally bill our clients for SIP traffic, disincentivizing unnecessary calls
 - For clients that are not being billed for their SIP traffic, we are paying for it
- We only allow registered devices to communicate to the PBX
 - Devices we assist in setting up