

Key Components of Our Robocall Mitigation Strategy

1. Call Limits

We recognize the importance of limiting call volumes to prevent spam and nuisance calls. Our strategy includes the following call limits:

- **Outbound Call Rate Limit:** We enforce a maximum outbound call rate to prevent excessive traffic and mitigate the risk of robocalls.
- **Inbound Call Rate Limit:** We monitor incoming call rates to identify anomalies and promptly address any suspicious activity.
- **We can limit high risk international locations:** We can also restrict users or entire domains from international dialling

2. Contract Terms and Conditions

Our contract terms and conditions explicitly prohibit the use of our services for illegal or abusive purposes, including robocalls. We actively enforce these terms and take appropriate action against violators by terminating their relationship and use of our services

3. Single Carrier Approach

To streamline our operations and enhance security, we exclusively partner with one carrier that implements the STIR/SHAKEN caller ID authentication framework across its network, ensuring that all call traffic undergoes rigorous verification.

4. Monitoring and Reporting

We continuously monitor call traffic, analyze patterns, and promptly address any deviations. Our reporting mechanisms include:

- **Real-time Analytics:** Monitoring call volumes, origins, and destinations.
- **Exceptions logged and reportable**

5. Education

We educate all new customers on Robocalling prior to purchase, then throughout their onboarding journey, and during their subscription period with us

Conclusion

Our comprehensive Robocall Mitigation Strategy aligns with the FCC's guidelines and industry standards. By implementing call limits, enforcing contract terms, partnering with a single carrier, and embracing STIR/SHAKEN, we contribute to a safer and more reliable communication ecosystem.