



Communication for the customer on their terms, streamlined for you.

Robocall Mitigation Program Description

Our organization is committed to robust robocall mitigation practices, ensuring all outgoing calls are secure and trustworthy. We achieve this through a combination of advanced technology and strict customer verification procedures.

1. Carrier and STIR/SHAKEN Compliance:

- We utilize Bandwidth.com as our exclusive telecommunications provider for all outbound calls.
- Bandwidth.com fully implements the STIR/SHAKEN framework, which authenticates and signs each call, ensuring its legitimacy and reducing the risk of illegal spoofing.

2. Know Your Customer (KYC) Procedures:

- We enforce stringent KYC protocols for all our customers. This process involves comprehensive identity verification and background checks to confirm that our clients adhere to legal and ethical communication practices.
- Our KYC procedures include regular reviews and updates to maintain the highest standards of customer verification.

3. Caller Name (CNAM) Accuracy:

- We provide accurate Caller Name (CNAM) information for all outgoing calls. This transparency allows call recipients to identify the caller easily, enhancing the trust and credibility of our communications.
- We ensure that CNAM data is kept up-to-date and accurately reflects the identity of the caller.

4. Continuous Monitoring and Reporting:

- Our systems are equipped with continuous monitoring capabilities to detect and mitigate any suspicious call activity promptly.
- We generate regular reports and conduct audits to ensure compliance with robocall mitigation regulations and to identify any areas for improvement.

5. Customer Education and Support:

- We actively educate our customers about the importance of robocall mitigation and the steps they can take to ensure their communications are secure.
- Our support team is available to assist customers with any issues related to call authentication, KYC compliance, and CNAM accuracy.

6. Regulatory Compliance:



Communication for the customer on their terms, streamlined for you.

- Our robocall mitigation program complies with all relevant regulatory requirements, including those set forth by the Federal Communications Commission (FCC) and other governing bodies.
- We stay updated on regulatory changes and adjust our practices accordingly to remain in full compliance.

Our comprehensive approach to robocall mitigation, leveraging Bandwidth.com's technology and our rigorous KYC policies, ensures the security and integrity of our communication network. We are dedicated to providing a reliable and trustworthy service for all our stakeholders.