

TeleConnections Network Services Inc.

Robocall Mitigation Program

Business Description

TeleConnections Network Services Inc. is a reseller of voice services.

Robocall Mitigation Commitment

Our voice services software provider implements measures to avoid originating, carrying, or processing illegal robocall traffic. In addition, we conduct reviews of the call detail records (CDRs) to facilitate early identification of unusual or suspicious calling activity or patterns that may indicate use of the network for originating illegal robocalls. We commit to respond fully in a timely manner to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use our service to originate calls. These measures include Know Your Customer practices, Know Your Upstream Provider practices, technical robocall mitigation controls, contractual controls, and traceback protocol.

Know Your Upstream Provider

We do not have access to the underlying carrier network of our platform provider to implement STIR/SHAKEN. Our upstream carriers are vetted to provide STIR/SHAKEN compliance on our behalf.

Know Your Customer

We are a small reseller and vet each voice service customer individually. We also provide all customer premise equipment in a locked state such that tampering with the configuration is not possible. New customers are vetted by best practices as described by the NANC Call Authentication Trust Anchor Working Group.

Contractual Agreements

Our "Terms of Service" prohibit illegal call activity. If we determine that a customer is using our services for illegal purposes, including robocalling, call traffic will be suspended and the customer's agreement may be terminated pursuant to our terms and conditions.

Tracebacks

We are committed to responding fully and within 24 hours to all traceback requests from the Federal Communications Commission, law enforcement, and the industry traceback consortium, and to cooperating with such entities in investigating and stopping any illegal robocallers that use our services to carry or process calls.

Contact Information:

Brian McElroy

Email Address - abuse@teleconnections.biz

Phone Number - 626-238-6000

Please include the following information:

Call date & time / The calling telephone number / The called telephone number

Any other relevant call or customer details that may aid the investigation