

Callahero LLC Robo Call Mitigation Plan

Below are the practices in place by Callahero LLC to mitigate robocalls.

Know Your Customer

Callahero LLC only does business with customers we have a relationship with and know their intended use of service.

International Subscribers

Callahero LLC does not sell services to subscribers outside of the United States.

Traceback Requests

Callahero LLC is committed to respond in a complete and timely manner to all traceback requests from the Federal Commission, law enforcement, state attorneys general, Skyetel, and the industry traceback consortium. Callahero LLC is committed to cooperating with such entities in investigating and stopping any illegal robocallers that use Callahero LLC service to originate calls. Subscribers are required to comply with traceback request

Investigation of High-Volume Network Traffic, Suspicious Calls, and Calling Patterns

Callahero LLC monitors all customer traffic for irregularities in customer activity and calling patterns. Our VoIP provider Skyetel uses solutions to monitor our origination voice traffic in real time to prevent the origination of illegal robocalls. The software provides detailed reporting identifying suspected illegal robocalls and alerts Skyetel if we originate any calls where the calling number is invalid, unallocated, on a Do Not Originate list, in the FCC consumer complaint database or has a poor reputation.