

Robocall Mitigation Policy

Anthem Technology LLC

Introduction

Pursuant to 47 CFR § 64.6305, all voice service providers must file certifications to the Federal Communications Commission's Robocall Mitigation Database, providing detailed information regarding their implementation of the STIR/SHAKEN caller ID authentication framework and/or a robocall mitigation program. Anthem Technology LLC depends on Skyetel's network for all voice traffic. Skyetel handles all STIR/SHAKEN and is fully authenticated. Anthem Technology LLC has implemented this Robocall Mitigation Program (the "Robocall Mitigation Program").

1. Robocall Mitigation Program Applicability

All calls originated by customers are subject to the Robocall Mitigation Program. By accepting Anthem Technology LLC's Terms and Conditions, customers agree to participate in the Robocall Mitigation Program, provide required information about their business entity, commit to responding to requests to trace suspect calls, and cooperate in investigating and stopping illegal robocallers.

1.1 Vetting Customer Entity and Identity

All new and renewing customers are subject to a vetting process that involves verifying the customer's information as provided in the signed Anthem Technology LLC Services Agreement.

1.2 Telephone Number Authorization/Validation

Your system should be provisioned to originate calls from valid phone numbers only. A phone number is considered valid if it is legally owned by you or assigned to you by an entity that owns the phone number. Anthem Technology LLC reserves the right to block phone calls originating from phone numbers that fail validation. Anthem Technology LLC can request proof of ownership for phone numbers used as a Caller ID. Phone numbers allocated by Anthem Technology LLC or ported to Anthem Technology LLC are considered authorized and do not require additional validation.

2. Measures to Prevent or Avoid the Origination of Illegal Robocalls

2.1 Monitoring

Anthem Technology LLC utilizes the Skyetel network for all voice traffic. They handle the monitoring of the traffic.

2.2 Investigation of Suspicious Activity

Anthem Technology LLC will investigate potentially unlawful call origination activity and decide what action to take for remediation. This action may include immediate call blocking and notification to the customer to stop the illegal calling. Anthem Technology LLC may directly contact the party sending the calls (i.e., Anthem Technology LLC's carrier/provider customer) to investigate and determine whether the calls are unlawful and eliminate the source of the calling if appropriate. Customers agree to respond within two (2) business days of Anthem Technology LLC's requests to provide information (the "Notice Period") regarding the unlawful activity and traceback requests Anthem Technology LLC may receive from upstream carriers.

2.3 Call Blocking and Service Cancellation

If the customer does not respond to Anthem Technology LLC during the Notice Period or refuses to cooperate to remediate the unlawful call activity, the non-compliance shall be considered a material breach of the Terms and Conditions, and Anthem Technology LLC shall be entitled to exercise its right to disconnect and cancel the services in accordance with the Terms and Conditions.

3. Customer-Reported Spam Investigation

3.1 Reporting Mechanism

Customers can report suspected spam, phishing, and robocalls through:

Our customer service hotline: 866-994-3968

Email: support@anthemtech.net

3.2 Investigation Procedure

Upon receiving a report, the following steps will be performed by Anthem Technology or Skyetel:

The reported number is cross-referenced with existing blacklists.

Call analysis is performed to detect patterns consistent with robocalls.

Caller ID lookups and additional verification steps are executed.

If the call is confirmed to be a robocall, it is added to our blacklist and appropriate actions are taken.

4. Continuous Monitoring and Improvement

4.1 Monitoring

Skytel continuously monitors incoming call traffic for signs of robocall activity.

4.2 Feedback Loop

We regularly review and update our mitigation strategies based on:

Customer feedback

Evolving robocall tactics

Technological advancements

4.3 Compliance and Reporting

We ensure compliance with all FCC guidelines and report our robocall mitigation efforts as required. Regular audits are conducted to verify adherence to our policy and regulatory standards.

Conclusion

Anthem Technology LLC is dedicated to providing a secure and reliable telecommunications service by actively preventing and mitigating robocalls.

For more information or to report suspected robocalls, please contact our customer service.

Contact Information:

Anthem Technology LLC

Customer Service Hotline: 866-994-3968

Email: support@anthemtech.net

Website: anthemtech.net

Version: 1.0

Effective Date: [Effective Date]

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