

Robocall Mitigation Plan for CLINQ Global Services GmbH

Introduction

CLINQ Global Services GmbH is dedicated to preventing the proliferation of illegal robocalls, in alignment with the rules and guidelines set forth by the FCC and in compliance with applicable laws. This Robocall Mitigation Plan (RMP) outlines the steps and measures we have implemented to prevent illegal robocalls from being initiated through our network.

Policy

CLINQ Global Services GmbH strictly prohibits illegal robocalls. We neither facilitate nor support any use of robocalls that contravene FCC regulations, and we are committed to proactively preventing any such calls from being transmitted via our network.

Customer Due Diligence

CLINQ Global Services GmbH applies thorough due diligence procedures when onboarding new customers, which include:

1. Verifying the good standing of all clients through manual plausibility checks.
2. Collecting contact details for all customers.
3. Conducting automated checks that identify registrations from high-risk regions and detect suspicious behavior, with automatic blocks implemented when necessary.
4. Requiring customers to adhere to our strict policy against illegal robocalls as part of their service agreement.

Monitoring and Enforcement

CLINQ Global Services GmbH actively supervises call traffic for indications of illegal robocall activity. Should we detect any suspicious patterns, we undertake a thorough investigation and may take corrective measures, including terminating services for any breach of our anti-robocall policy.

Investigation of Complaints

CLINQ Global Services GmbH is fully committed to promptly investigating any complaints regarding illegal robocalls originating from our network. We work closely with law enforcement agencies and regulatory bodies in all investigations linked to such complaints. Our commitment includes full participation in traceback activities initiated by the FCC, law enforcement, or the US Telecom Industry Traceback Group. If identified as the originating provider in any traceback inquiry, we pledge to cooperate fully and provide all relevant information needed to support the investigation.

Participation in Traceback Investigations

Traceback investigations play a critical role in identifying and taking action against those responsible for illegal robocalls. CLINQ Global Services GmbH is dedicated to contributing to these efforts and ensuring accountability for those engaged in illegal robocalling practices. By actively engaging in traceback investigations, we collaborate with regulators and industry partners to address and reduce the impact of illegal robocalls.

Staff Training

All employees at CLINQ Global Services GmbH receive comprehensive training on our policies and procedures related to the prevention of illegal robocalls on our network. This training includes identifying potential warning signs and knowing the appropriate steps to take when suspecting illegal robocall activity.

Review and Revision

This Robocall Mitigation Plan is subject to regular review and will be updated as needed to adapt to changes in the regulatory landscape or industry standards. CLINQ Global Services GmbH remains committed to staying informed about best practices and any new guidelines issued by the FCC or other relevant authorities.