



Robocall Mitigation Plan

Robocall Mitigation Program Description Introduction The Robocall Mitigation Program is designed to combat the increasing prevalence of fraudulent and unwanted robocalls. These automated calls often seek to deceive, defraud, or annoy recipients and can have significant negative impacts on individuals and businesses. Our program aims to protect our customers, enhance trust in telecommunications, and ensure compliance with relevant regulations.

Known Phone Calls:

We reach out to our customers' users on their behalf, but we do not handle or open VoIP traffic for them.

Traceback Requests:

We are dedicated to responding comprehensively and promptly to all traceback requests from the Federal Communications Commission, law enforcement agencies, state attorneys general, and other relevant authorities. Traceback requests can be directed to ragerm@ragerbranding.com.

Traffic Monitoring:

Our monitoring servers analyze traffic to identify suspicious call patterns, including:

- Calls per Minute: The frequency of calls within a given timeframe.
- Average Call Duration: The typical length of calls.
- Short Call Duration: Calls that are unusually brief.
- Successful vs. Unsuccessful Call Rates: The ratio of successfully completed calls to those that fail.
- Call Volume During Business and Afterhours: The volume of calls made during business hours compared to those made outside of normal operating hours.
- DID Reputation: The reputation of Direct Inward Dialing numbers.
- High Cost Call Duration: Calls that incur unusually high charges based on their duration.