



Contact Center Software

Robocall Mitigation Plan



Introduction:

VCC Live Germany GmbH (hereinafter: VCC Live) is a cloud contact center solution provider.

Termination of outgoing calls to the US or other international destinations for our subscribers who do business there is performed via contracted 3rd party voice service providers.

VCC Live implements measures to mitigate unsolicited calls, robocalls and fraudulent calls. The Robocall Mitigation Plan specifies the actions required to avoid, identify and respond to such calls and to any measures concerning them taken by VCC Live.

VCC Live can trace the traffic back to the end-user and commits to respond fully, within 24 hours, to all traceback requests from the Commission, law enforcement, and the industry traceback consortium.

Our Robocall Mitigation Plan consists of proactive and reactive measures:**Proactive management:**

- All our customers go through a pre-contract due diligence to ensure that the company itself and their business are legitimate.
- Only contracted subscribers are granted access to the system.
- VCC Live obtains US phone numbers for its customers from contracted DID providers, and end-users cannot add phone numbers to the system on their own.

Reactive management:

- Monitoring outgoing call traffic
- Automated alerts for irregular activity.
- Analyzing any out-of-the-ordinary event and providing feedback to the end-user with suggested

corrective actions.

- Suspension of traffic if abnormal or irregular activity is detected.

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