

TELECARE LLC

ROBOCALL MITIGATION PLAN

Introduction

This document details the proactive steps and initiatives taken by Telecare LLC ("Telecare LLC") to combat and eliminate illegal robocalling. The company is committed to consistently monitoring for and reducing illegal robocalls by pre-qualifying potential customers, analysing current customer traffic for signs of prohibited robocalls, and partnering with other service providers and regulatory agencies to address fraudulent voice activities. Telecare LLC provides interconnected Voice over Internet Protocol ("VoIP") calling services solely on a resale basis.

Stir/shaken Implementation

Telecare LLC has successfully integrated the STIR/SHAKEN authentication framework throughout the entirety of its IP network. All calls initiated by the company adhere to the requirements set forth in § 64.6301(a)(1) and (2). This adherence is a result of Telecare LLC's compliance with the STIR/SHAKEN standards within its IP network segments. The company prohibits its customers from engaging in CallerID spoofing, ensuring that any outgoing CallerID can be reliably traced back to the respective Telecare LLC customer. Furthermore, the company does not utilize any third-party call analytics providers.

Know Your Customer

Screening interviews are conducted to gain insights into potential customer business models and to assess the likelihood of involvement in fraudulent robocalling activities. Telecare mandates that all subscribers undergo a contractual process to gather necessary information and prohibits any ad-hoc service provisioning without this procedure. In our evaluation of prospective clients, Telecare LLC will not activate accounts that provide anonymous information or exhibit data discrepancies. Furthermore, prospects must consent to Telecare LLC' stringent policies and contractual obligations that explicitly forbid any fraudulent voice activities as a prerequisite for engaging in business with the company. Any individuals linked to prospects or current clients who have a history of improper conduct or involvement in fraudulent robocalling will result in the rejection of their companies by Telecare LLC, and existing customer relationships may also be subject to termination.

Robocall Mitigation Plan

This Robocall Mitigation Plan outlines the specific actions that the Company has put in place to detect and prevent illegal robocalls on its network, effective November 20, 2024. The Company will conduct regular assessments of the risks it encounters, the efficacy of its policies and procedures, and its ability to implement the measures detailed in this document. Telecare LLC, Inc. functions as a voice service provider, offering a range of voice calling services. Its customer base typically does not produce a high volume of calls, and the Company has not observed any signs of robocalls originating from its network. Consequently, the Company does not perceive its network to be at a significant risk of generating unlawful robocalls.

Takebacks Request

Telecare LLC is dedicated to addressing all Traceback Requests from the FCC, law enforcement agencies, and the industry traceback consortium within a 24-hour timeframe. We pledge to collaborate with these entities in investigating and preventing any unlawful robocall activities that may utilize our services. To ensure a thorough and timely response to traceback requests, Telecare LLC will allocate adequate resources. The designated point of contact for managing all traceback inquiries is:

ASHOK KUMAR

kumar.ashok@tele-care.co

Mail- admin@tele-care.co

ADD- 992 DAVIDSON STE B DR NASHVILLE, TN 37205-1051

EIN- 33-1955717

FRN- 0036306124

Cont.- 19892682505

499A- 837212

Our 24/7 NOC is tasked with tracing calls and will either disable the service or work with the end customer to resolve the issues leading to the illegal calls. Telecare LLC is committed to responding to traceback requests from the Industry Traceback Group, the FCC, and law enforcement agencies. We maintain comprehensive call control packet capture logs, call logs, and call detail records. Additionally, VoIP trace and debug features are available for use during investigations.