

Teleconnect LLC Robocall Mitigation Program

1. Introduction

Teleconnect LLC is committed to combating illegal robocalls and ensuring compliance with FCC regulations. This document outlines our robocall mitigation practices, compliance measures, and certification process.

2. Detailed Practices

To significantly reduce the origination of illegal robocalls, Teleconnect LLC implements the following practices:

- **Call Authentication:** We utilize the STIR/SHAKEN framework to authenticate caller ID information for IP-based voice calls, ensuring the legitimacy of the calling party.
- **Traffic Monitoring:** Continuous monitoring of call traffic patterns to identify and investigate suspicious activity. This includes analyzing call volumes, durations, and destinations.
- **Call Blocking:** Implementing technology to block calls that are identified as illegal or likely to be illegal based on our monitoring and analysis.
- **Customer Education:** Providing resources and information to our customers about how to recognize and avoid illegal robocalls.

3. Compliance

Teleconnect LLC adheres to the practices described in this program. Our compliance measures include:

- **Regular Audits:** Conducting regular audits of our call traffic and mitigation practices to ensure ongoing effectiveness and adherence to FCC regulations.
- **Employee Training:** Training our employees on the importance of robocall mitigation and the specific practices we employ.
- **Reporting:** Maintaining detailed records of our mitigation efforts and any incidents of illegal robocalls, which are reported to the appropriate authorities as required.

4. Certification

Teleconnect LLC certifies that we have fully implemented the STIR/SHAKEN caller ID authentication framework. In cases where STIR/SHAKEN is not applicable, we have detailed our robocall mitigation plan as follows:

- **Non-IP Networks:** For calls that traverse non-IP networks, we employ alternative measures such as traceback and cooperation with other service providers to identify and mitigate illegal robocalls.

5. Conclusion

Teleconnect LLC is dedicated to maintaining the integrity of our voice services and protecting our customers from illegal robocalls. We will continue to review and enhance our robocall mitigation practices to ensure compliance with FCC regulations and the effectiveness of our program.