

Robocall Mitigation Program

Prepared by: Call Loom

FCC Registration Number (FRN): 0036498236

1. Overview of Call Loom

Call Loom is a call tracking software that facilitates the routing, forwarding, and tracking of calls for various businesses and marketing campaigns. Our operations are compliant with FCC regulations to ensure that all calls originating on our platform are legitimate and do not contribute to illegal robocall traffic.

2. Compliance with STIR/SHAKEN Standards

Call Loom, in partnership with Telnyx, ensures full compliance with STIR/SHAKEN standards by:

- Using Telnyx's authentication framework for originating and terminating calls.
 - Ensuring that all caller ID information is authenticated and verified through STIR/SHAKEN protocols before calls are completed.
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3. Robocall Prevention Measures

We take the following steps to prevent illegal robocalls:

1. Traffic Monitoring:

- Regularly monitor call traffic for signs of irregular or suspicious patterns, such as high call volumes in a short time or unusual caller IDs.

2. Customer Vetting:

- Perform a thorough vetting process for all customers and clients before onboarding them.
- Require customers to sign an agreement confirming their compliance with FCC regulations.

3. Blocking Fraudulent Calls:

- Automatically block calls identified as fraudulent or flagged by Telnyx or other industry traceback initiatives.
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4. Traceback Cooperation

Call Loom cooperates fully with the FCC, law enforcement, and the industry traceback consortium to:

- Respond to traceback requests within **24 hours**.
 - Provide detailed call records for investigations related to illegal robocalls.
 - Take immediate corrective actions against customers or campaigns identified as the source of illegal robocalls.
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5. Monitoring and Enforcement

1. Ongoing Monitoring:

- Use Telnyx's robust call tracking and monitoring tools to identify and address any potential misuse of the system.

2. Enforcement Actions:

- Terminate or suspend accounts involved in generating illegal robocalls.
 - Share relevant information with the FCC and law enforcement as required.
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6. Contact Information

For any robocall mitigation concerns, the designated point of contact is:

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