

Robocall Mitigation Program Description

Introduction: In compliance with regulatory requirements and to protect consumers from the disruptive and fraudulent effects of robocalls, ImpulseTime LTD has implemented a comprehensive Robocall Mitigation Program. The purpose of this program is to identify, mitigate, and prevent the occurrence of illegal or unwanted robocalls made through our telecommunications services. This program aims to ensure that we adhere to industry best practices and legal standards while providing our customers with a secure and reliable communications experience.

Program Objectives: The primary objectives of our Robocall Mitigation Program are as follows:

1. **Prevention of Fraudulent Robocalls:** Reduce or eliminate robocalls originating from unauthorized sources or that are meant to defraud consumers.
2. **Improve Call Authentication:** Implement technologies that authenticate calls and ensure that calls are genuinely from the purported source.
3. **Strict Caller ID Control:** Allow only calls where the caller ID belongs to one of our customers or where privacy is enabled (via the PAI header). Any calls originating with a caller ID number not in our system, and which does not belong to our customers, will be automatically blocked. The associated customer will then be verified for any suspicious or malicious activity.
4. **Promote Consumer Awareness:** Educate customers about the risks of robocalls and how they can protect themselves.
5. **Inbound Calls:** For inbound calls, we have implemented an IVR system that generates a random number between 1 and 10 for each incoming call. The caller is required to press the corresponding digit before proceeding with the call. If the number of failed attempts exceeds a predefined threshold, our NOC team will be alerted and will take action in accordance with our internal procedures. This added layer of security helps protect our customers from unwanted or scam calls.
6. **Compliance with Reporting Requirements:** As required, we report our robocall mitigation efforts to relevant authorities such as the FCC, ensuring transparency and accountability.

Risk Management: We have a dedicated team to monitor and address any emerging trends in robocalling tactics, ensuring that our mitigation strategies are effective and timely. We will continuously assess the risks associated with robocalls and adapt our program as necessary to address evolving threats.

Ongoing Monitoring and Evaluation: Our Robocall Mitigation Program will be subject to regular review and evaluation. We will track the effectiveness of implemented strategies, identify areas for improvement, and update our approach based on industry changes and customer feedback.

Conclusion: ImpulseTime LTD is committed to protecting our customers and maintaining the integrity of telecommunications services by implementing a robust and proactive Robocall Mitigation Program. By leveraging advanced technology and adhering to regulatory requirements, we will continue to reduce the incidence of robocalls and ensure a safer communication environment for all users.