

TEKnow Computer Services

Robocall Mitigation Efforts

2-22-2025

TEKnow is a small Managed Service Provider reseller of voip services based in Metter GA USA offering services to our USA based customer base comprised primary of SMB businesses. We use multiple technologies to mitigate rogue, spam and otherwise illegitimate traffic. We also educate our customers regarding ways they might be exploited.

1. TEKnow commits to respond within 24 hours to all traceback requests from the Federal Communications Commission, law enforcement and the industry traceback consortium and to cooperate with such entities in investigating and stopping any illegal robocallers from using its services to originate calls.
2. The voice traffic that originates on its network is currently authenticated with STIR/SHAKEN by its wholesale providers a) to which it sends 100% of its calls for termination, b) from which it receives 100% of its DID phone numbers using resources from the North American Numbering Plan and 3) from which it receives 100% of its calls to be terminated on its network. TEKnow has confirmed that its wholesale providers have fully implemented the STIR/SHAKEN framework.
3. All of the voice traffic that originates on its network is subject to this robocall mitigation program.
4. Using onboarding procedures, TEKnow screens all applicants for its services to determine if they are intending to use such services for autodialing from a database of numbers for purposes of telemarketing without having received written permission from the called parties. Calls to wireline numbers for purposes of political campaigning, market research or polling are deemed legal.
5. TEKnow will block services to a customer if it determines that the customer is using the services for illegal robocalling.

6. TEKnow will only accept traffic for termination from companies that are in the Robocall Mitigation Database after September 28, 2021.

7. TEKnow uses no analytic systems, software or third-party vendors at this time to identify and block illegal robocall traffic.