

Robocall Mitigation Plan – Tinkle Telecom Ltd

Customer Vetting and Onboarding

Tinkle Telecom Ltd maintains a robust onboarding process to prevent access by fraudulent or illegitimate actors. Every customer undergoes verification via a dedicated onboarding manager to confirm their legitimacy as a registered business or organization. This process ensures that only vetted companies can access Tinkle's voice services.

Traffic Monitoring and Detection

Tinkle employs automated monitoring tools across its voice platform to track call volumes, destinations, and durations. These systems are designed to detect anomalies or patterns commonly associated with robocall activity. Suspicious behaviour triggers alerts for manual investigation or automatic action.

Thresholds and Automated Controls

Tinkle enforces configurable traffic thresholds and implements automatic barring if a customer exceeds defined limits. This helps prevent high-volume, potentially abusive traffic from reaching downstream carriers, including calls to U.S. destinations.

Contractual Provisions Against Robocalling

All Tinkle customers are bound by Terms and Conditions which include fair usage clauses and prohibit abuse of the voice service. Contracts allow for immediate suspension or termination of service if a customer is found to be engaging in behaviour indicative of robocalling or service misuse.

Traceback Compliance

Tinkle cooperates fully with traceback investigations. The company is committed to responding to traceback requests from the FCC, law enforcement agencies, and the Industry Traceback Consortium within 24 hours, and will assist in identifying and terminating any sources of illegal robocalls originating through its platform.

Network and Geographic Scope

Tinkle does not operate an IP-based network within the United States and does not originate calls from a U.S. infrastructure. However, Tinkle's services may be used by customers to terminate calls to the U.S. via upstream carriers. As such, Tinkle has filed this mitigation plan in accordance with FCC requirements for foreign voice service providers.