

Global Call Center Limited is committed to combating illegal robocalls and ensuring the integrity of our telecommunications network. This Robocall Mitigation Program (RMP) outlines our strategies and measures to prevent, detect, and mitigate unlawful robocalls originating from our network. Our program is designed to comply with the Federal Communications Commission (FCC) regulations and industry best practices.

1. Program Objectives

Prevent illegal robocalls from originating on our network.
Detect and mitigate unauthorized use of our network for illegal robocalls.
Ensure compliance with FCC regulations and industry standards.
Protect our customers from unwanted and fraudulent calls.

2. Program Components

2.1 Call Authentication

We have fully implemented the STIR/SHAKEN framework for all calls originating from our network. This framework ensures that caller ID information is accurate and verified, making it difficult for scammers to spoof caller IDs.

2.2 Robocall Mitigation Database

Global Call Center Limited is registered in the FCC's Robocall Mitigation Database. We have filed the necessary certifications regarding our efforts to fight illegal robocalls on our networks. Our registration includes detailed information about our RMP and compliance with STIR/SHAKEN standards.

2.3 Monitoring and Detection

We employ advanced monitoring and detection technologies to identify and block illegal robocalls. Our systems continuously analyze call patterns and detect anomalies that may indicate unauthorized robocall activity. We use machine learning algorithms and real-time analytics to enhance our detection capabilities.

2.4 Customer Education

We educate our customers about the risks of illegal robocalls and provide them with tools to protect themselves. Our customer support team is trained to assist customers in

recognizing and reporting suspicious calls. We also offer resources and tips on our website to help customers stay informed and vigilant.

2.5 Compliance and Reporting

We maintain detailed records of our RMP activities and regularly review our compliance with FCC regulations. We submit periodic reports to the FCC and other relevant authorities, providing updates on our mitigation efforts and any incidents of illegal robocalls detected on our network.

3. Conclusion

Global Call Center Limited is dedicated to maintaining a secure and trustworthy telecommunications network. Our Robocall Mitigation Program is a critical component of our commitment to protecting our customers and ensuring compliance with regulatory requirements. We will continue to enhance our program and adapt to emerging threats to combat illegal robocalls effectively.

Nuala Thornton
Director
Global Call Center Limited
Company Number: 15852753
United Kingdom