

SalesMessage Robocall Mitigation Program Description

1. Overview of Robocall Mitigation Program

SalesMessage is committed to ensuring the integrity of voice communications by implementing a robust robocall mitigation program. Our approach aligns with the requirements of 47 CFR § 64.6305, focusing on preventing unlawful robocalls and maintaining the highest standards of call authentication. This program covers the mitigation strategies for our voice service offerings, including SMS-enabled phone numbers, and ensures compliance with the STIR/SHAKEN framework where applicable.

2. STIR/SHAKEN Implementation

SalesMessage has fully implemented the STIR/SHAKEN framework for all applicable voice traffic, including calls originating and terminating within the United States. This ensures caller identification is authenticated, reducing the risk of call spoofing and enhancing call trustworthiness. Our platform uses secure, certificate-based authentication to verify the legitimacy of calling numbers.

3. Call Traffic Monitoring and Analysis

We actively monitor and analyze call traffic to detect patterns consistent with robocall behavior.

This includes:

- Real-time traffic analysis to identify high-volume or anomalous calling patterns.
- Automated detection systems that flag suspicious calling behavior for further review.
- Continuous improvement of our detection algorithms to adapt to evolving robocall tactics.

4. Call Blocking and Traffic Management

SalesMessage employs sophisticated call blocking and traffic management tools to prevent the origination or transmission of unlawful robocalls. These measures include:

- Blocking known bad actors and high-risk numbers.
- Implementing rate limits and call frequency restrictions to prevent abusive practices.
- Maintaining dynamic blocklists that are regularly updated based on industry data and internal analysis.

5. Customer Education and Best Practices

We actively educate our customers on best practices for avoiding and preventing robocall abuse, including:

- Encouraging the use of authenticated numbers.
- Providing tools for managing call lists and opt-out requests.
- Offering guidance on regulatory compliance to ensure lawful communications.

6. Compliance and Reporting

SalesMessage maintains strict compliance with all applicable FCC regulations and industry standards. We have dedicated personnel responsible for overseeing our robocall mitigation efforts and ensuring continuous alignment with evolving regulatory requirements.

7. Contact Information

For inquiries or further information about our robocall mitigation program, please contact:

SalesMessage, Inc.

Compliance Department

Email: compliance@salesmessage.com

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