

# IntelliCX Robocall Mitigation Program

## Overview

IntelliCX is fully dedicated to combating illegal robocalls and maintaining strict compliance with federal regulations and industry best practices. Our robocall mitigation program includes the following core components:

### **1. STIR/SHAKEN Authentication**

IntelliCX implements the STIR/SHAKEN framework across all supported voice traffic. This protocol authenticates and verifies caller ID information, enhancing confidence in call origins and reducing the likelihood of caller ID spoofing or other fraudulent activity.

### **2. Call Volume and Dialing Pattern Monitoring**

We continuously monitor call volumes and dialing behaviors to detect unusual activity, such as sudden spikes or irregular patterns that may indicate illegal robocalling. This proactive monitoring enables rapid detection and response to potential threats before they escalate.

### **3. Call Detail Record (CDR) Reviews**

Regular reviews of Call Detail Records are conducted to identify abnormal calling patterns, high-risk traffic, or any indicators of illegal robocall behavior. These CDR reviews are integrated into our ongoing mitigation strategy, enabling consistent oversight and early detection.

### **4. Enforcement Actions**

When suspicious or illegal activity is identified, IntelliCX takes swift and decisive action. This may include suspending or terminating accounts associated with unlawful behavior to maintain network integrity and ensure compliance with all relevant regulations.

### **5. Cooperation with Law Enforcement and Industry Partners**

IntelliCX actively collaborates with the FCC, law enforcement agencies, and the industry traceback consortium.

We promptly respond to inquiries, provide relevant data, and fully support investigative efforts aimed at addressing illegal robocalling.

## **6. Continuous Improvement and Review**

Our mitigation program undergoes ongoing assessment and enhancement to address evolving threats and regulatory updates.

IntelliCX regularly evaluates call analytics, customer feedback, and enforcement outcomes to ensure that our controls remain strong, effective, and adaptive