

Robocall Mitigation Program Description

Company Name: Prodosec Inc
Program Implementation Date: June 2025

Overview

Prodosec Inc is committed to combating illegal robocalls and ensuring compliance with the Federal Communications Commission (FCC) and STIR/SHAKEN regulations. Our Robocall Mitigation Program implements strict call authentication measures, monitors network traffic for suspicious activity, and proactively prevents unlawful call origination. Key Measures

- Call Authentication: We utilize STIR/SHAKEN protocols to verify caller IDs and reduce spoofed calls.
- Customer Vetting:
 - We only accept customers located in Canada with a verified registered Canadian business, including a Canadian federal sales tax registration number. We do not accept customers located in the US or international locations.
 - We know our customers, and have at least spoken to them, if not met them. In most cases, our contact with the customer is the owner, General manager or CFO.
 - Our terms of service specifically exclude use of any type of automated dialer including predictive dialers and robocalling.
 - We do not accept as customers, call centres that are primarily in the business of making outbound calls.
- Traffic Monitoring: Our system continuously analyzes call patterns to detect and block potential robocalls or any use of an automatic dialer. This same system also identifies if calls look to be fraudulent based on callerid and destination. If any abnormal activity is detected, the calling is suspended and the user contacted to determine the reason. In particular, we analyse the call detail records every 10 minutes to identify:
 - An abnormal number of calls per second that would indicate use of some kind of automatic dialer.

- An average call duration of less than 60 seconds indicating that calls are probably unwanted
- Reporting & Compliance: We maintain transparency by adhering to reporting requirements and collaborating with regulatory authorities. It has been many years since we received a request to trace back from an enforcement agency, but we always have complied in a timely manner, and will continue to do so.

Ongoing Efforts

Prodosec Inc actively updates its robocall mitigation strategies in response to emerging threats and evolving industry standards. We remain dedicated to protecting consumers, businesses, and the integrity of telecommunications networks.