



Robocall Mitigation Program

1. The scope of the program

Telephonic Solutions OÜ implements a robocall mitigation program in accordance with 47 CFR § 64.6305(a), taking reasonable steps to prevent the origination of illegal robocall traffic.

2. Robocall prevention measures.

2.1 Know Your Customer (KYC) procedures for end-users: All users are required to complete the sign-up form and provide their full name and contact information before gaining access to our services. Any user who generates an unreasonable amount of traffic for private use but is unable to provide verifiable business information is denied the service.

2.2 KYC of Upstream Providers: Upstream providers are verified prior to any interconnection taking place.

2.3 Traffic Monitoring and Analytics: Traffic is monitored for suspicious activity using various analytics methods, which may include monitoring metrics such as ASR and ACD, where appropriate.

2.4 Blocking of CLI Change: Caller ID change is restricted on the end-user's end.

3. Commitment to cooperate to prevent robocalls and other service abuse.

Telephonic Solutions OÜ is committed to responding within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium and to cooperating with such entities in investigating and stopping any illegal robocalls that use its service to originate calls.

☎ +372 668 26 60

✉ support@telephonic-solutions.com