

Robocall Mitigation Plan

We are an authorized reseller of Bandwidth services and rely on them for the implementation of STIR/SHAKEN protocols within their IP voice networks. Although we do not have the technical capability to implement STIR/SHAKEN ourselves, we maintain ongoing communication with Bandwidth to ensure that all technical and regulatory requirements for call authentication and fraud mitigation are met.

We have no prohibition from filing certification in the Robocall Mitigation Database.

Team Tech Solution Services Inc., along with our executives and principals, have no history of enforcement actions related to illegal robocalls, TCPA, TSR, or related state law violations.

Know Your Customer (KYC)

We apply rigorous customer identity verification processes in accordance with best practices recommended by the NANC Call Authentication Trust Anchor Working Group. [FCC Document Reference]

Traceback

We respond promptly and thoroughly to all traceback requests from the Federal Communications Commission (FCC), law enforcement, and the registered traceback consortium, collaborating closely to identify and stop any illegal robocall activity originating from our services.

Robocall Mitigation Program

Our software continuously monitors outbound voice traffic in real-time to prevent illegal robocalls. Key features include:

- **Fraud Detection:** Identifying high-volume robocalling, spoofing, and spam activity.
- **Subscriber Notification:** Caller ID name overrides to alert subscribers of suspicious calls.
- **Call Blocking Support:** Enables accurate blocking of fraudulent calls in compliance with the TRACED Act (2019).
- **Business Number Verification:** Registration of legitimate business numbers to minimize unintended call blocking.
- **Caller ID Name Service:** Easy integration of caller ID name lookup services, including mitigation with override capability to display original caller ID even when calls are flagged as fraudulent.
- **Do Not Call Registry Compliance:** Adherence to FTC rules regarding the National Do Not Call Registry.