



Telduo Robocall Mitigation Plan

Brand: Telduo

Operator: East End Technologies Ltd.

Upstream Provider: Telnyx LLC

Last Updated: August 8, 2025

- 1. Overview.** Telduo provides a “second number” voice and messaging mobile application to consumers for personal, non-commercial use. Telduo does not own or operate telecom network infrastructure and does not hold numbering resources. All origination, termination, and number provisioning are through Telnyx. Telduo users are bound by our Terms of Service (<https://telduo.com/legal/terms>) and Privacy Policy (<https://telduo.com/legal/privacy>). All calls originated via Telduo are subject to this Robocall Mitigation Plan.
- 2. STIR/SHAKEN Status.** Telduo does not implement STIR/SHAKEN directly because Telduo does not operate an IP voice network. Telduo relies entirely on Telnyx’s full STIR/SHAKEN implementation and attestation for Telduo traffic.
- 3. Numbering & Caller ID Integrity.** All Telduo numbers are provisioned by Telnyx and bound to authenticated user accounts; users may originate calls only from numbers assigned to their accounts. Telduo relies on Telnyx for network-level controls.
- 4. KYC & Account Controls.** Account creation requires valid registration; access is tied to each user’s device and/or app store account.
- 5. Acceptable Use / Prohibitions.** The Terms of Service prohibit robocalling, autodialing, spam, unsolicited messaging, impersonation, and any illegal or abusive communications; violations may result in account suspension or termination.
- 6. Traffic Monitoring & Anomaly Detection.** Telduo monitors usage patterns for indicators of illegal activity and contains suspected abuse, coordinating with Telnyx for upstream controls. Telduo relies on Telnyx’s network-level analytics and controls to detect and block suspicious traffic.
- 7. Complaint Intake.** Telduo investigates complaints from users, carriers, vendors, and regulators and may suspend or terminate offending accounts and escalate if appropriate.
- 8. Traceback Cooperation.** Telduo will respond fully within 24 hours to traceback requests from the FCC, law enforcement, and the industry traceback consortium, and will cooperate to investigate and stop illegal robocallers using Telduo’s service. Upon FCC notification that we are originating identified illegal traffic, we will block that traffic as required.