

Robocall Mitigation Plan – BrenTech, Inc.

1. STIR/SHAKEN Implementation Status

BrenTech, Inc. is not fully STIR/SHAKEN capable. We rely on our upstream provider, SkySwitch, to originate calls and perform STIR/SHAKEN call signing on our behalf. As a white-label reseller, we do not directly control the SIP infrastructure used for call origination.

2. Customer Vetting Procedures

We maintain strict onboarding protocols to prevent misuse of our voice services:

- All customers must sign service agreements that prohibit illegal robocalling.
- We conduct Know Your Customer (KYC) checks, including verification of business identity and contact information.
- Accounts are monitored during onboarding for unusual call patterns or volume spikes.

3. Traffic Monitoring and Anomaly Detection

We actively monitor call traffic for signs of abuse:

- Automated alerts flag high call volumes, short-duration calls, or repetitive dialing patterns.
- Suspicious activity is investigated promptly, and service may be suspended pending review.
- We maintain logs of call metadata to support traceback and enforcement efforts.

4. Cooperation with Enforcement and Traceback Requests

We fully cooperate with traceback requests from the Industry Traceback Group (ITG), law enforcement, and regulatory bodies:

- We respond to traceback requests within 24 hours.
- We maintain records of customer activity and call routing to assist investigations.
- We have designated compliance contacts available for urgent inquiries.

5. Ongoing Compliance and Education

We regularly review FCC guidance and industry best practices to ensure our mitigation efforts remain effective. Staff are trained to recognize signs of robocall abuse and escalate issues appropriately.