

Robocall Mitigation Program Description Program Overview

MSP Solutions DBA: WesTech MSP is committed to combating illegal robocalls and protecting consumers from unwanted and fraudulent telecommunications traffic. Our Robocall Mitigation Program is designed to identify, trace, and mitigate illegal robocalls in compliance with federal regulations, including the Telephone Robocall Abuse Criminal Enforcement and Deterrence (TRACED) Act and FCC guidelines. The program employs a multi-layered approach to prevent, detect, and respond to robocall activities while fostering collaboration with industry partners and regulatory authorities.

Key Components

1. Caller Authentication and Verification

- Implementation of STIR/SHAKEN (Secure Telephone Identity Revisited and Signature-based Handling of Asserted Information Using tokens) protocols to authenticate caller ID information and verify the legitimacy of call origins.

2. Traffic Monitoring and Analysis

- Regular audits of call traffic to ensure compliance with regulatory standards and internal policies.

3. Traceback and Investigation

- Collaboration with law enforcement, regulatory agencies, and other service providers to investigate and address sources of illegal robocalls.
- Maintaining detailed records of robocall incidents for reporting and compliance purposes.

4. Consumer Protection Measures

- Offering customers free robocall blocking and filtering tools to reduce unwanted calls.
- Providing clear opt-in/opt-out mechanisms for legitimate automated calls, ensuring compliance with consumer consent requirements.
- Educating consumers through accessible resources on how to identify and report robocalls.

5. Policy and Compliance

- Adherence to all applicable FCC regulations, including robocall mitigation database submissions and certification requirements.
- Regular updates to internal policies to reflect evolving regulatory standards and industry best practices.
- Training staff on robocall mitigation strategies and compliance obligations.

6. Industry Collaboration

- Engaging with industry stakeholders, including other service providers, to share threat intelligence and best practices for robocall mitigation.
- Participating in industry forums and working groups to stay ahead of emerging robocall trends and technologies.

Program Goals

- **Reduce Illegal Robocalls:** Minimize the volume of fraudulent and unwanted calls reaching consumers.
- **Enhance Consumer Trust:** Build confidence in our network by ensuring a secure and reliable calling experience.
- **Ensure Compliance:** Meet or exceed regulatory requirements to maintain good standing with authorities.

Reporting and Accountability

MSP Solutions DBA: WesTech MSP will submit reports to the FCC's Robocall Mitigation Database, detailing our mitigation efforts and outcomes as needed or required. We maintain an open channel for consumer complaints and promptly address reports of illegal robocalls. For inquiries or to report robocall activity, contact us at support@westechmsp.com/760-770-1977 or visit westechmsp.com.

Commitment to Continuous Improvement

We continuously evaluate and enhance our Robocall Mitigation Program to adapt to new technologies, emerging threats, and regulatory updates. By leveraging cutting-edge tools and industry collaboration, MSP Solutions DBA: WesTech MSP strives to lead the fight against illegal robocalls and protect our customers.