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Copierexperts.com, co DBA Complete Office / Complete Image systems Robocall Mitigation Program Description (RMD)

Copierexperts.com, co has implemented a comprehensive Robocall Mitigation Program to prevent the origination of illegal robocall traffic on its network. Our program includes the following components:

1. **Customer Vetting Procedures**

We conduct Know Your Customer (KYC) checks prior to onboarding, including verification of business registration, tax ID, and service use case. High-risk customers are subject to enhanced due diligence.

2. **Traffic Monitoring and Analytics**

We actively monitor call traffic patterns using automated analytics tools to detect anomalies such as high call volumes, short-duration calls, and invalid caller ID formats. Suspicious activity is flagged for review and potential suspension.

3. **Caller ID Validation**

We validate outbound caller ID numbers against authorized inventories. Unauthorized or spoofed numbers are blocked or quarantined.

4. **STIR/SHAKEN Implementation**

[If applicable] We have fully implemented STIR/SHAKEN for all IP-based calls, signing outbound calls with our own certificate and verifying inbound calls per FCC guidelines.

5. **Traceback Cooperation**

We commit to responding to traceback requests from the FCC, law enforcement, and the Industry Traceback Consortium within 24 hours and to fully cooperate in investigations.

6. ****Mitigation Actions****

Upon detection of illegal robocall activity, we immediately suspend the offending account and initiate internal investigation procedures. Repeat offenders are permanently barred from service.

7. ****Employee Training and Compliance Oversight****

Our staff receives regular training on robocall mitigation protocols, and our compliance team conducts quarterly audits to ensure program effectiveness.

This program is reviewed and updated annually to reflect evolving regulatory requirements and industry best practices.