

Robocall Mitigation Plan

Erling Computer Solutions

INTRODUCTION

We are committed to preventing robocalls. We have full STIR/SHAKEN implementation. Our upstream carriers use industry-best practices for limiting robocalling, including Calls Per Second restrictions and Outgoing Channel restrictions.

MITIGATING ROBOCALL ORIGINATION

We strongly prohibit spam, scam, fraud, robocalls, telemarketing, or other similar activities, as well as any use of auto-dialer, telemarketing devices, or other similar tools. We limit the number of calls per second and the number of concurrent outgoing calls for all customers.

All new customers are assigned a limited number of Concurrent Call capabilities. If the customer needs higher metrics, they must submit a request upon which we perform additional verifications before accepting or rejecting the request for a higher volume of concurrent calling.

Accounts that originate a large number of short calls are automatically flagged, reviewed, and suspended when necessary.

KNOW YOUR UPSTREAM PROVIDER

We work with all upstream carriers to verify that they are compliant with robocall mitigation requirements.

KNOW YOUR CUSTOMER

We service small to mid-size businesses and government agencies.

We are familiar with each of our customers and the nature of the business calling requirements. Additionally, as the provider of their phone system hardware and installation, we continuously meet our customers at their location when providing telephone system maintenance & repairs, and we understand the nature of their business.

Our "Know Your Customer" procedures include collecting and verifying customer details and billing information.

CALL ANALYTICS SYSTEMS

We monitor call volume across our network and examine patterns that may be associated with fraud or robocall usage.

AFFILIATES

We do not have any subsidiaries or parent companies.

CALL MONITORING

All outgoing calls in our network are traceable to the originating customer.

TRACEBACKS

We are fully committed to complying with law enforcement requests, traceback requests, and other similar lawful requests. We participate in and act on reports from industry partners including the USTA Industry Traceback Group (ITG), Bandwidth, and Iristel.

Violations are reviewed and responded to within 24 hours.