

Robocall Mitigation Program

IMCO Technologies Inc.

Last Updated: 10/22/2025

1. Company Identification

Legal Company Name: IMCO Technologies Inc.

Service Type: Interconnected VoIP services

Role: Reseller of CoreDial, LLC

Billing Relationship: IMCO Technologies Inc. provides direct end-user billing and customer management.

IMCO Technologies Inc. provides voice services to end users utilizing the CoreDial, LLC platform and associated network infrastructure.

2. Policy Statement

IMCO Technologies Inc. prohibits the use of its services for illegal robocalling, spoofing, fraudulent calling, or any other activity that violates the Telephone Consumer Protection Act (TCPA), FCC regulations, or applicable state or federal laws.

All customers must comply with IMCO Technologies Inc.'s Terms of Service and Acceptable Use Policy, which explicitly forbid unlawful robocalling and related abusive calling practices.

3. Customer Onboarding and Screening

IMCO Technologies Inc. implements reasonable measures to assess customers prior to service activation, including:

- Collection of customer identifying information
- Verification of business purpose and intended use of voice services
- Review of customer history where available
- Requiring contractual agreement to prohibitions against illegal robocalling

IMCO Technologies Inc. does not knowingly provide service to customers engaged in illegal robocalling activities.

4. Network-Level Robocall Mitigation Tools

As a reseller of CoreDial, LLC, IMCO Technologies Inc. leverages CoreDial's network-based robocall mitigation capabilities, including but not limited to:

- **STIR/SHAKEN call authentication**
- **Traffic monitoring and analytics**
- **Call blocking and labeling**, where appropriate
- **Participation in industry traceback efforts** coordinated through upstream providers

These tools assist in identifying, mitigating, and preventing unlawful or abusive calling activity on the network.

5. Ongoing Monitoring and Complaint Handling

IMCO Technologies Inc. monitors for indicators of suspicious or abusive call traffic and responds promptly to complaints received from:

- Consumers
- Upstream providers
- Industry traceback groups
- Regulatory or law enforcement agencies

Upon receipt of a complaint or traceback request, IMCO Technologies Inc. will:

1. Investigate the reported activity
2. Coordinate with CoreDial, LLC as necessary
3. Take corrective action, which may include call blocking, service suspension, or termination

6. Enforcement and Remediation

If IMCO Technologies Inc. determines that a customer has engaged in illegal robocalling or related prohibited activity, it will take appropriate enforcement action, including:

- Immediate suspension of service
 - Termination of the customer account
 - Cooperation with traceback groups, regulators, and law enforcement as required
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7. Regulatory Cooperation

IMCO Technologies Inc. cooperates fully with:

- FCC enforcement actions
- Industry traceback requests
- Law enforcement investigations related to illegal robocalling

Records are maintained as required to support investigations and compliance efforts.

8. Certification of Compliance

IMCO Technologies Inc. certifies that it has implemented reasonable measures to prevent the origination of illegal robocalls and complies with **47 CFR §64.6305** and all applicable FCC robocall mitigation requirements.

Authorized Representative:

IMCO Technologies Inc.

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