

TEKSworK Robocall Mitigation Program Description

TEKSworK is a U.S.-based voice service provider that offers voice services to end users and functions as an originating voice service provider. TEKSworK does not operate its own switching facilities or originate calls directly onto the public switched telephone network. TEKSworK relies on upstream carrier partners to provide call routing, termination, and STIR/SHAKEN authentication where technically feasible.

STIR/SHAKEN Implementation

In accordance with 47 CFR § 64.6304(a)(2), TEKSworK relies on its upstream carrier partners to implement the STIR/SHAKEN authentication framework for originating traffic. TEKSworK does not have the technical ability to independently implement STIR/SHAKEN across the entirety of the originating call path.

Robocall Mitigation Measures

TEKSworK maintains a robocall mitigation program consistent with 47 CFR § 64.6305(a), which includes reasonable steps to avoid originating illegal robocall traffic. These measures include customer vetting during onboarding, enforcement of acceptable use policies, monitoring of calling patterns for abnormal or suspicious activity, and suspension or termination of service when illegal robocall activity is identified.

Traceback Cooperation

TEKSworK commits to responding fully and within 24 hours to traceback requests from the Federal Communications Commission, law enforcement agencies, and the industry traceback consortium. TEKSworK cooperates with such entities to investigate and stop any illegal robocall traffic originating from its services.

Certification

TEKSworK certifies that all calls originated by its customers are subject to this robocall mitigation program and that this program is maintained and enforced on an ongoing basis.