



6001 Industrial Heights Drive

Knoxville, TN 37909

Robocall Mitigation Plan Description

- **1. Know Your Customer (KYC):** We verify new customers by collecting business identification, physical address, and a description of traffic (e.g., call types, volume).
- **2. Traffic Monitoring:** We monitor daily Call Detail Records (CDRs) for high-volume, short-duration, or suspicious patterns.
- **3. Mitigation Procedures:** If suspicious activity is detected, we immediately block the affected traffic, initiate a traceback investigation, and may suspend the customer's service.
- **4. Compliance & Traceback:** We comply with all traceback requests from law enforcement within 24 hours and maintain STIR/SHAKEN compliance where applicable.
- **5. Contractual Obligations:** All customer contracts include clauses stating that services cannot be used for illegal robocalling or spoofing.