

Robocall Mitigation Program Description

Tecflow Technology LLC

Tecflow Technology LLC is a provider of voice services utilizing upstream carrier partners to deliver telecommunications services to end users. Tecflow Technology LLC does not operate its own telecommunications network and relies on its upstream providers for implementation of STIR/SHAKEN call authentication.

Tecflow Technology LLC has implemented a robocall mitigation program designed to prevent the origination and transmission of illegal robocalls on its network.

The company takes the following steps to mitigate illegal robocall traffic:

1. Customer Vetting:

Tecflow Technology LLC vets all customers prior to provisioning voice services. This includes verifying business identity and intended use of services to reduce the risk of fraudulent or illegal activity.

2. Traffic Monitoring:

The company monitors call patterns and usage behavior for anomalies, including unusually high call volumes, short duration calls, or patterns consistent with robocalling activity.

3. Upstream Provider Compliance:

Tecflow Technology LLC partners with reputable upstream carriers that implement STIR/SHAKEN authentication and robocall mitigation technologies. The company relies on these providers to authenticate calls and assist in identifying potentially illegal traffic.

4. Call Blocking and Enforcement:

If suspicious or illegal traffic is detected, Tecflow Technology LLC will take immediate action, including suspension or termination of services and blocking of outbound call activity as necessary.

5. Traceback Cooperation:

Tecflow Technology LLC commits to responding fully and within 24 hours to all traceback requests from the FCC, law enforcement, and the Industry Traceback Group. The company will cooperate fully in any investigation of illegal robocalls.

6. Ongoing Compliance:

Tecflow Technology LLC regularly reviews its policies and procedures to ensure compliance with FCC regulations and industry best practices related to robocall mitigation.

Through these measures, Tecflow Technology LLC actively works to prevent the origination and transmission of illegal robocalls and ensures compliance with applicable FCC regulations.