



ROBOCALL MITIGATION PROGRAM

SUPPORT DEPARTMENT

Introduction

The Robocall Mitigation Program is designed to prevent and reduce unlawful or unwanted robocalls. WAVETECH implements this program to safeguard consumers and support the integrity of the voice network.

Mitigation Methods

WAVETECH employs multiple robocall mitigation measures, including detection and blocking of spoofed caller IDs, participation in industry databases of known robocall sources, and the provision of call-screening tools that allow subscribers to block unwanted calls.

Reporting and Analysis

WAVETECH regularly evaluates program effectiveness by monitoring call volumes, blocking metrics, and subscriber feedback. Collected data is analyzed to identify trends and improvement opportunities, with findings reviewed by the appropriate department on an ongoing basis.

STIR/SHAKEN Implementation

WAVETECH operates as a non-facilities-based reseller and does not control the network infrastructure required to implement STIR/SHAKEN. Accordingly, STIR/SHAKEN implementation is performed by WAVETECH's upstream carriers.

Robocall Mitigation Practices

To combat unlawful robocalls, we implement the following measures:

- Clients are required to submit complete business documentation, intended use cases, and valid government-issued identification.



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- WAVETECH enforces robocall mitigation requirements by managing outbound caller ID and preventing the use of unauthorized numbers.
- **Call Monitoring:** WAVETECH monitors call volume, duration, and call destinations to promptly identify potentially suspicious activity.
- **Rate Limiting:** WAVETECH applies call-per-second (CPS) and call volume limits to new or higher-risk accounts.
- **Blocklists & Reputation Tools:** WAVETECH integrates spam call detection and reputation management APIs to block known malicious actors.
- **Manual Review Process:** Customers exhibiting unusual activity are subject to manual review and, when warranted, are suspended pending completion of the investigation.
- WAVETECH requires customer adherence to an Acceptable Use Policy that expressly prohibits robocalls or the use of auto dialers without appropriate consent.



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