

# TIMESHARK LLC

## Robocall Mitigation Program

Effective Date: October 2026

**Purpose.** This document describes TimeShark LLC's robocall mitigation practices. TimeShark's platform is designed for inbound telephone communications and does not originate outbound telephone calls or robocalls.

### 1. Company and Service Description

TimeShark LLC ("TimeShark") provides an artificial intelligence-powered telephone answering platform primarily used by businesses such as restaurants and hospitality operators to receive and respond to incoming telephone calls.

TimeShark's services are designed for **inbound communications only**. TimeShark does not conduct telemarketing campaigns, outbound calling campaigns, automated outbound dialing, prerecorded outbound calling, or any other form of outbound robocalling.

TimeShark does not originate outbound telephone calls to consumers or other end users.

### 2. No Outbound or Robocall Origination

TimeShark maintains a business and technical model under which its platform does not originate outbound calls.

- TimeShark does not operate outbound dialers or predictive dialing systems.
- TimeShark does not initiate automated outbound telephone calls.
- TimeShark does not transmit prerecorded or artificial-voice outbound calls.
- TimeShark does not conduct telephone solicitation or telemarketing campaigns.
- TimeShark does not permit customers to use the TimeShark platform to initiate outbound calling campaigns.
- TimeShark does not provide customers with functionality intended for bulk or automated outbound calling.

Accordingly, TimeShark's principal mitigation against the origination of illegal robocalls is that **outbound call origination is not a supported function of the TimeShark service**.

### 3. Technical and Operational Controls

TimeShark maintains technical and operational controls designed to ensure that its telecommunications capabilities are used for their intended inbound-call purpose.

TimeShark controls the telecommunications infrastructure and application functionality used by its platform. Customer access is limited to the features provided through the TimeShark service, and customers are not provided with functionality that enables them to use TimeShark as a general-purpose outbound calling platform.

TimeShark personnel periodically review the platform's telecommunications configuration and service functionality. If TimeShark becomes aware of unauthorized use, attempted circumvention of its controls, or other activity suggesting that its systems are being used to originate unlawful calls, TimeShark will investigate the activity and take appropriate corrective action.

Corrective measures may include restricting or disabling affected functionality, suspending access, terminating service, or coordinating with an underlying telecommunications provider or appropriate governmental authority.

#### **4. Prevention of Illegal Robocall Traffic**

Because TimeShark does not originate outbound calls, it does not expect illegal robocall traffic to originate from its platform.

Nevertheless, TimeShark maintains a policy prohibiting use of its services for unlawful robocalling, caller-ID spoofing, fraudulent calling, or other unlawful telecommunications activity.

If TimeShark receives information indicating that its network, telephone numbers, customer accounts, or services may be associated with illegal robocall traffic, TimeShark will promptly investigate the report.

Where appropriate, TimeShark will take reasonable measures to prevent continued misuse, including restricting or terminating the affected service and working with relevant telecommunications providers.

#### **5. Traceback and Regulatory Cooperation**

TimeShark will cooperate in good faith with the Federal Communications Commission, law enforcement agencies, the registered traceback consortium, and its telecommunications providers in connection with legitimate investigations of suspected illegal robocall traffic.

Upon receiving a valid traceback or governmental request concerning traffic associated with TimeShark, TimeShark will investigate available records and provide responsive information within applicable regulatory timeframes.

TimeShark maintains records reasonably necessary to investigate the routing and handling of telephone calls processed through its service, subject to applicable privacy, security, and data-retention requirements.

#### **6. Customer and Account Controls**

TimeShark provides its services to identifiable business customers and does not operate as an anonymous public calling service.

Customer access to TimeShark's telecommunications functionality is controlled through TimeShark's platform. TimeShark may investigate accounts where it identifies suspicious activity or receives credible

complaints concerning potentially unlawful telecommunications activity.

TimeShark reserves the right to suspend or terminate service when it determines that its services are being used in violation of applicable law or TimeShark's policies.

## **7. Response to Complaints or Reports of Abuse**

TimeShark will investigate credible reports that its services or telephone numbers have been associated with illegal robocalling or spoofing.

An investigation may include review of relevant account information, call records, telecommunications provider information, and application logs.

If an investigation identifies unauthorized or unlawful activity, TimeShark will take appropriate remedial measures designed to prevent recurrence.

## **8. Ongoing Review**

TimeShark will periodically review this Robocall Mitigation Program and its telecommunications practices and will update the program as appropriate in response to material changes in its services, applicable FCC requirements, or identified risks.

If TimeShark introduces outbound calling functionality in the future, TimeShark will evaluate the applicable regulatory requirements and update its robocall mitigation controls before making such functionality available.

## **9. Certification**

TimeShark certifies that it maintains and follows the robocall mitigation practices described above.

TimeShark's service is designed for inbound telephone communications and does not originate outbound telephone calls or robocalls. TimeShark will cooperate with appropriate traceback and governmental requests and will investigate and remediate any credible indication that its services are being misused in connection with illegal robocall activity.

**Document note:** This program should be reviewed for consistency with TimeShark's selected FCC provider classification and STIR/SHAKEN certification before filing.