

# Robocall Mitigation Strategy – Dialect LLC

## 1. **Caller ID Authentication**

Dialect LLC ensures the accuracy and uniqueness of its caller ID information by utilizing authentication protocols such as STIR/SHAKEN. These tools validate the legitimacy of calls originating from our organization.

## 2. **Employee Education**

Our team receives thorough training on FCC regulations related to robocalls. Employees are instructed to place calls only with prior, explicit consent from the recipient or within the context of an established business relationship, underscoring the importance of regulatory compliance.

## 3. **Call Filtering and Blocking**

To safeguard our customers from illegal robocalls, Dialect LLC employs advanced call-blocking and filtering technologies. These systems are consistently updated and include a curated list of known robocall sources to ensure effective blocking.

## 4. **Monitoring Call Patterns**

We leverage sophisticated analytics tools and algorithms to identify irregular call traffic patterns that could suggest robocall activity. Any suspicious behavior triggers immediate alerts and internal investigations.

## 5. **Consent Documentation**

Staying aligned with current FCC guidelines, we obtain clear consent before initiating communication. All consent is documented with relevant details such as date, time, and acquisition method to ensure compliance.

## 6. **Optional Mitigation Services**

Customers are offered the opportunity to enroll in robocall mitigation services. The advantages of these services—especially in minimizing unwanted calls—are transparently communicated to them.

## 7. **Violation Reporting Mechanism**

Employees and customers alike are encouraged to report any suspected robocall violations to the FCC. Dialect LLC collaborates with law enforcement and regulatory bodies during related investigations.

## 8. **Comprehensive Compliance Logs**

Detailed records of all outbound communications—including call logs, timestamps, and content where applicable—are maintained with precision. This supports compliance with laws such as the Telephone Consumer Protection Act (TCPA).

**9. Ongoing Plan Evaluation**

Our robocall mitigation strategy undergoes regular assessments to ensure its continued effectiveness. Revisions are made as necessary to stay compliant with any changes in FCC regulations.

**10. Transparency and Communication**

We highlight our commitment to robocall mitigation and FCC compliance through customer communications and public-facing channels, such as our website, to build confidence and trust.

**11. Legal Compliance Support**

Dialect LLC consults with legal professionals who specialize in telecom regulation to ensure we remain compliant with all applicable laws and evolving requirements.

**12. Regulatory Responsiveness**

Our Robocall Mitigation Database (RMD) plan includes provisions for timely response to regulatory inquiries, especially traceback requests, which we address within 24 hours. This proactive approach reinforces our commitment to compliance and minimizes risk exposure.

**13. Operational Excellence through Timeliness**

Integrating a 24-hour response protocol not only meets regulatory expectations but also enhances the responsiveness and effectiveness of our robocall mitigation plan. This agility helps us resolve issues swiftly and reinforces network security, earning stakeholder trust.

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By implementing this strategy, **Dialect LLC** demonstrates its commitment to full compliance with FCC regulations, minimizing robocall-related risks, and fostering a reliable telecommunications environment for our clients and stakeholders. Recognizing that compliance requires ongoing vigilance, we continue to evolve our approach as regulations and threats develop.