Helping to Protect Our Customers by Blocking Robocalls

What is a robocall?
If you receive a phone call that delivers a pre-recorded message and not a live person, it's a robocall. Transaction Network Services (TNS) estimates that nearly 80 billion unwanted robocalls were made in 2022.

Are all robocalls illegal?
No, some robocallers are legal. A few types of robocalls are allowed under the Federal Trade Commission (FTC) rules without your permission, like political calls about candidates running for office or charities asking for donations.

What type of robocalls are there?
▪ A **positive robocall** presents no harm to subscribers; some of these robocalls may even be wanted/needed. Examples include public service announcements, appointment confirmations and prescription refills.
▪ A **nuisance robocall** isn't indicative of malicious intent or illegal, but might be a call that I don't want to answer all the time. Examples include promotional offers, solicitation, accounts receivable.
▪ A **high-risk robocall** often includes loss of money, invasion of privacy and identity theft. These callers are trying to gain a caller's trust to prey on them. Examples include spammers, spoofers and scammers.

> • Spammers place automated phone calls in a manner that is in deliberate non-compliance with state and federal laws governing the use of automated dialing.
> • Spoofers knowingly transmit misleading or inaccurate Caller ID information. These calls may be placed manually or through an auto-dialer. Spoofers often use various methods to mask their telephone number to show a completely different number--often a number that may be local or familiar to you.
> • Scammers disregard state and federal laws to make calls with the intent of committing identity theft or other types of fraudulent behavior.

Here is what Lynxx Networks is doing to help address the robocalling problem:
While there may not be a single answer that entirely ends these activities, we're fully committed to fighting the scourge of robocalls. We are working to limit the increase in robocalls by implementing the following:

1. **Implementing a Universal Call Blocking feature** that aims to block as many of the calls made with malicious intent as possible. These calls have the potential to invade your privacy through identity theft, money scams, and other forms of fraud. We automatically block these calls in the network and your phone will not ring.
2. **Providing a free Advice of Risk feature** to all subscribers that identifies nuisance calls to you by using the Caller Name field to alert you of a potential spam call.
3. **Offering a free Advanced Call Treatment feature** to all subscribers that identifies nuisance calls and automat-

ically redirects the call to voicemail rather than ringing your phone, allowing you to go undisturbed. Legitimate callers will likely leave a voicemail for you to return their call.

4. **Utilizing technology to update our spam detection algorithm.**

5. **Supporting legislation,** including the TRACED Act, which gives the FCC and enforcement agencies greater authority to go after scammers.

6. **Supporting the Truth in Caller ID Act** which allows the government to charge robocallers with illegal "spoofing" once they prove the caller intended to defraud, cause harm, or illegally obtain something of value.

How are these harmful robocalls identified?

The Call Guardian® solution relies on data from multiple sources utilizing our analytics partner, TNS. TNS analyzes robocall data from more than one billion daily call events across hundreds of telecom providers. Because of this volume of data, TNS can extract insights on emerging robocaller tactics and trends.

How can I opt-out of the robocalling protection solution?

If you would like to opt out of this free call-blocking service, please contact us at 608-427-6515.

How can I report a malicious robocall?

If you want to report a spammer, spoofer, or scammer, please visit: https://reportarobocall.com/trf/

How can I report a telephone number that is being improperly blocked or mislabeled?

If you are a consumer, and feel that your number is being blocked in error, please contact our office at 608-427-6515.

If you a business or enterprise and think your telephone number is being blocked or mislabeled, please report it at: https://reportarobocall.com/trf/

What else can I do to protect myself?

• Read the consumer tips from the Federal Communication Commission (FCC.gov) to stop unwanted robocalls.

• Register your phone numbers on the Do Not Call List. Although this FTC registry will not spare you from calls with intent to break the law, it should prevent you from receiving "live" telemarketing calls, which are regulated by the federal government, but are not illegal.

• Do not answer calls from numbers you do not recognize; legitimate callers will leave a voice mail.

• Do not call back numbers you do not recognize, as these could be one-ring scams. One-ring scams want you to call back the number and incur charges.

• Always check on a charity (for example, by calling or looking at its actual website) before donating.

• If you think you have been compromised, contact your local law enforcement.

• Be diligent and don't give out personal information over the phone.