

Stir/ Shaken – Mitigation Note

Telxio complies with efforts to trace back the source of suspected robocalls.

- We actively participate and cooperate with traceback requests received directly from carriers, industry associations, and law enforcement.
- Call detail records (CDRs) are created for all calls and stored in a searchable database, and include all metadata including the ANI, DNIS, originating ip address, timestamps etc. and stored for a minimum of 1 year.
- We have devised analytical tools to capture and analyze call information in real time, including originating number information. The current practice is to immediately warn customers originating suspicious traffic and suspend services to those customers who continue with this.
- Only numbers actually in use by customers are authorized via our switches. Numbers customers use as caller ids are verified by our compliance team, by calling in to these numbers or requesting and collecting number ownership documentation. We ensure that these numbers are actually being used by customers.
- We require signed contracts by authorized representative of the customer. A full-fledged KYC process is in place, that includes Government issued ids for companies and authorised representatives. Service delivery to customers is completed only post KYC verification by the Compliance team.
- We educate customers regarding calling practices and FCC regulations and draw their attention to our Terms of Service. Acceptance of our Terms of Service is mandatory.
- We have a single point of contact for Compliance, the head of this team have over 6 years of experience in managing customers, carrier escalations and compliance.