

Robocall Mitigation Plan

Microtalk is an interconnected service provider, and developer of Cloud Applications, used and enjoyed by small business to enterprise customers.

Traceback

We promptly respond to call traceback requests from; the Commission, law enforcement and the traceback consortium and to cooperate with such entities in investigating and stopping any illegal robocallers initiating calls.

STIR/SHAKEN

All the voice traffic that originates on our network is subject to our caller-id whitelisting process. Should a customer intend on using a caller-id not purchased from Microtalk, said number must be verified before use. Calls with an unverified number will be dropped.

Know Your Customer

Our onboarding and KYC process ensures an agreement is in place which identifies the signing parties and in most cases personal identification.

Robocall Mitigation

All calls are screened by our in-house built switch to identify calling patterns like those of robocalls, which are investigated by our support team. Customers found to have breached our T&Cs will be disconnected.