

Helix Telecom Inc.
30 N Gould St, STE R
Sheridan, WY. 82801
(855) 219-2700

Robocall Mitigation Plan Description for Helix Telecom Inc.

1. Helix Telecom Inc. has successfully implemented STIR/SHAKEN caller ID authentication framework.
2. Helix Telecom Inc. commits to respond to all trace back requests from the Commission, law enforcement, and industry trace back consortium, and to cooperate with such entities in investigating and stopping any illegal use of our service. Helix Telecom is a small provider with no record of trace-back complaints during the past 24 months.
3. Helix Telecom Inc. has taken the following specific steps to detect originating robocall traffic, prevent illegal originating robocalling traffic, and to mitigate illegal originating robocalling traffic upon detection:
 - Helix Telecom Inc. requires all new customers to pass a review before originating calls. These reviews include submission of customer identity documentation, review of connection information such as IP address, latency testing to confirm customer location information, review of payment documents and other similar measures designed to identify and mitigate fraud.
 - Helix Telecom Inc. maintains an analytical fraud management system that detects unusual or excessive call volumes based on customer's past calling patterns. If unusual call volumes are detected then the account is automatically disabled until an investigation is completed. The process for re-enabling network access for an account holder requires input from the customer and staff approval with review of all available information.
 - Helix Telecom uses an internal proprietary system of IP reputation tracking and SIP header exchange patterns to trap/filter outbound calls before they leave our network. This system is designed to frustrate and deter robocallers from using our service.
 - All Helix Telecom end user equipment is digitally signed and encrypted to prevent access by third parties. Helix Telecom soft-phones, and similar software, is digitally signed, encrypted and remotely provisioned to prevent access by third parties. All Helix Telecom equipment requires a single human to physically dial a valid 10 digit number for each outbound call and multiple calls cannot originate simultaneously from any Helix Telecom devices.
 - All customers who choose an alternative device or software implementation not digitally signed and encrypted agree to substantial account and device limitations. These limitations include simultaneous call volume limitations, call duration limitations, hourly and daily call volume limitations, device quantity limitations and automated fraud reviews intended to frustrate and deter any potential fraud including robocallers.