

Robocall Mitigation

All voice traffic that originates on our network is subject to the robocall mitigation program.

Traceback

Arbeit responds to all traceback requests from the Commission, law enforcement, and the registered traceback consortium and cooperates with such entities in investigating and stopping any illegal robocallers that use our service to originate calls.

Know Your Customer

Arbeit is diligent in making sure that the client who signs up with Arbeit are who they say they are. Arbeit requires the following on new accounts:

- Photo IDs for domestic clients
- Certified passports for international clients
- Credit card and name in the contract must match the subscriber's Articles of Incorporation

Arbeit requires all end users to agree to our Terms of Use which can be found at:

<https://arbeitsoftware.com/app/uploads/2023/04/Arbeit-Terms-of-Use-3.3.2023-1.pdf>

Auditing

- Arbeit monitors CPS, ASR, and ACD of all calls. Any anomalies are investigated.

Mitigation efforts

- All PBX-related voice accounts have a fixed call path limit and are only increased based on necessary business use.
- Client use-case is established before allowing access to our products
- Invalid ANI / NPA/NXX do not route on our network

Compliance

- Arbeit has designated email inboxes to prioritize any communications from service providers or regulatory entities.
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