

Robocall Mitigation Plan for Hover Networks

Customer Screening

Before service is established for a new customer, Hover Networks verifies customer name, address, physical location, and nature of their business. We do not provide numbers outside of the NADP for origination services. Potential customers without a physical address in the United States or Canada do not qualify for service.

Active Customers

All customers have access to Call screening and the ability to block callers by CallerID.

All customers are monitored by A.I. and analytics to determine any fraudulent activity such as high bursts of activity and systematic calling. Customers exhibiting these behaviors are shut down and reviewed for illegal activity.

Compliance with government agencies

Hover Networks is committed to respond to any and all requests from the Industry Trackback Group (also known as the Industry Traceback Consortium) to trace suspect calls back to their origin. Any customers believed to be actively making illegal robocalls are shut off and blocked from making any further calls. Any inquiries from the State Attorney General, the Department of Justice, or the F.B.I. are responded to as soon as possible by the Engineering Department usually within 24 hours.