

PXC - Robocall Mitigation Program

PlatformX Communications (PXC) is a UK based wholesale provider for connectivity, voice, cloud and security services. PXC is a trading name of TalkTalk Communications Limited & Virtual1 Limited.

As a foreign voice service provider PXC has not implemented STIR/SHAKEN but supports Robocall/scam/fraud mitigation through other traffic monitoring practices, outlined below.

PXC is firmly committed to tackling the issue of scams. We have a dedicated Nuisance Call and Fraud Team who monitor our network for any suspicious/fraudulent activity using Ribbon Analytics tools. We block calls with invalid calling numbers, absent calling numbers and calling numbers which are known to be misused, and monitor trends for short duration calls, calls to unallocated numbers, cumulative calls, and minute checks, in order to identify the sources of scam traffic. Call center/ dialer traffic to any non-domestic destination is not accepted. Call durations are monitored through customer profiling using a calls per second limit. Any traffic deemed to be in violation of this is subject to blocking.

All PXC customers are vetted during the onboarding process and must agree that the services are not used for improper or unlawful purposes. Customers are also assessed on their credit performance through a third-party credit check process to validate their financial capability and assess their business legitimacy.

In addition, PXC only uses other foreign voice service providers that are registered on the Robocall Mitigation Database to transit its US(+1) calls and provide a 24/7 Network Operations Centre (NOC) contact and fraud team contact in case of any issues.

PXC commits to respond fully and in a timely manner to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to originate calls.

PXC confirms that any prior certification has not been removed by Commission action, and PXC has not been prohibited from filing in the Robocall Mitigation Database.