

Spectrotel Services, LLC

Robocall Mitigation Plan

Updated: February 2026

Introduction

1. Spectrotel Services, LLC (“Spectrotel” or “Company”) provides services to business customers. It provides voice services via underlying legacy TDM network providers and VOIP services via resold SIP/VOIP providers. The Company does not own its own facilities and or TDM/VOIP switches and is not an intermediate provider.
2. The Company lacks control of the network infrastructure necessary to implement STIR/SHAKEN (i.e., the Company operates as a pure reseller without any switching facilities)
3. Company has confirmed that its underlying providers, where applicable, have implemented STIR SHAKEN and Robocall Mitigation Plans and that they are authenticating calls originating from Spectrotel customers in accordance with the STIR/SHAKEN authentication Framework.

Robocall Mitigation

Responding to Traceback requests:

Spectrotel is committed and will respond fully within 24 hours to all traceback requests from the FCC, law enforcement agencies, and the Industry Traceback Consortium and will cooperate with these agencies to investigate and stop any illegal robocallers that use its service to originate calls. Spectrotel devotes sufficient resources to provide prompt and complete information to traceback requests.

The Company’s point of contact to handle traceback requests is:

Name	Title	Contact Info
Ron Mitchell	Director, Voice and Data Services	732-345-7862

Upon receiving a request, the Company will provide details regarding the customer’s call to enable investigation of the suspected robocalling. If we do not have direct access to the call history, we will contact our underlying carrier/partner and request that the call history be provided within twenty-four (24) hours.

Know Your Customer:

Spectrotel serves only non-residential customers. We perform a thorough credit check on each of our customers and verify we have the following information: legal business name, legal form of business, federal tax ID, nature of business, primary contact person, and service address.

Telephone Number Validation:

Spectrotel confirms a customer’s right to use a telephone number by requiring documentation from the customer of its prior ownership of the number before issuing a port in request to the customer’s current service provider. Such documentation may include the customer’s Customer Service Record, copies of prior invoices or other records.

International Call Originators:

The Company does not sell services to international call originators and does not operate as a foreign carrier.

Call Analytics

As a reseller, Spectrotel relies on its underlying providers and/or their third-party vendors to determine if originating calls should be blocked based on call analytics. Spectrotel does not engage any third-parties to perform call analytics.

Other Robocall Mitigation Practices

The Company maintains and requires customers to agree to an Acceptable Use Policy (“AUP”) that prohibits the use of its services for illegal and/or fraudulent uses. Under the terms of the AUP, the Company can and will suspend and/or terminate a customer’s service if it violates these terms of use.

Acceptable Use Policy (“AUP”). Customer agrees not to allow the use of the Service in any way to transmit or post material that as Spectrotel determines in its sole reasonable discretion: (a) is prohibited by any law or regulation, or facilitates or encourages the violation of any law or regulation; (b) disrupts third parties, or violates the intellectual property rights or other rights of Spectrotel or any third party; (c) is abusive, profane, libelous, slanderous, obscene, threatening, misleading, harassing, discriminatory, or otherwise harmful or disruptive; (d) violates or tampers with the security of any computer equipment, network, or program, (e) constitutes, facilitates, or encourages unsolicited commercial email or “spam”. If Customer Violates the AUP, Spectrotel reserves the right to immediately suspend or disconnect Service and charge all applicable termination fees. SPECTROTEL RESERVES THE RIGHT, IN ITS SOLE DISCRETION, TO MODIFY, ALTER OR OTHERWISE UPDATE ITS AUP AT ANY TIME AND SHALL NOTIFY CUSTOMER OF A CHANGE IN THE AUP THROUGH A MESSAGE ON ITS INVOICE TO THE CUSTOMER. SUCH MODIFICATIONS SHALL BE EFFECTIVE IMMEDIATELY UPON THE POSTING OF THE MODIFIED TERMS OF USE ON SPECTROTEL’S WEBSITE AFTER NOTIFICATION. WWW.SPECTROTEL.COM. BY USING THE SERVICE AFTER SPECTROTEL HAS POSTED NOTICE OF SUCH MODIFICATIONS, ALTERATIONS OR UPDATES, CUSTOMER AGREES TO BE BOUND BY THE REVISED ACCEPTABLE USE POLICY TERMS. This MSA together with the actual removal of material or denial of access to material by Spectrotel is deemed notice to Customer within the meaning of the Digital Millennium Copyright Act.

Call Blocking:

As a reseller, the Company does not have the ability to block calls but relies on its underlying carriers to block calls from companies not registered in the RMD or for other violations of the Commission’s robocalling rules.