

Come 2 LLC

Your Carrier Grade Solution Partner (About US !)



At **Come 2 LLC**, we are more than just a telecom operator; we are your strategic partner in seamless communication. Let us paint a vivid picture of who we are.

Licensed Excellence: As a licensed telecom operator approved by the **FCC**, we bring legitimacy and trust to the table. Our commitment to excellence drives us to deliver the best business phone systems for our valued

customers.

Reliable Systems, Powerful Solutions:

Reliability: Our phone system platform is rock-solid, ensuring uninterrupted communication for your business.

Powerful Features: From crystal-clear voice quality to advanced call routing, our systems empower your team to thrive.

Affordability without Compromise:

Cost-Effective: We believe that quality shouldn't break the bank. Our affordable pricing ensures that businesses of all sizes can access top-tier communication solutions.

Scalability: Whether you're a startup or an enterprise, our systems grow with you. Scale up or down effortlessly as your business evolves.

Easy configuration and Maintenance:

Simplicity: Our systems are designed for hassle-free configuration. No rocket science—just plug and play.

Manageability: User-friendly interfaces allow you to take control. No need for a tech wizard; you've got this.

Customer-Centric Approach:

Priority Treatment: Every customer is our top priority. Your satisfaction matters, and we listen.

Responsive Support: Have questions? Concerns? We're here, 24/7, ready to assist.

VoIP Magic: Voice over Internet Protocol (VoIP) is our secret sauce. Imagine making and receiving calls over the internet—clear, convenient, and cost-efficient. Say goodbye to traditional phone lines and hello to the future.

Your Competitive Edge:

Global Reach: With VoIP, you can connect with anyone, anywhere, anytime. Expand your horizons.

Flexibility: Work from the office, home, or a tropical beach. VoIP adapts to your lifestyle.

Come 2 LLC isn't just a service; it's a transformation. Let's redefine how you communicate. Contact us today and experience the difference.

Robocall Mitigation Program Description for:

COME 2 LLC

Introduction

At COME 2 LLC, we take the issue of robocalls seriously and are committed to maintaining a secure and reliable communication network for our customers. Our comprehensive Robocall Mitigation Program combines technological solutions, proactive measures, and strict compliance with industry standards. Below, we provide an in-depth overview of our program:

Key Components

1. Traceback Resolution within 24 Hours:



Swift Response: When we detect suspicious or problematic calls, our dedicated team initiates traceback procedures promptly.

Collaboration: We work closely with industry partners, regulatory agencies, and law enforcement to trace the origin of such calls.

Resolution Timeframe: Our goal is to resolve tracebacks within 24 hours to minimize any impact on our network and customers.

2. Customer Blocking Mechanism

Proactive Measures: We continuously monitor call traffic patterns and behavior.

Problematic Customers: If a customer consistently generates problematic calls (e.g., spam, fraud, or robocalls), we swiftly implement a blocking mechanism.

Impact Mitigation: Blocking such customers not only protects other users but also ensures the integrity of our network.

3. Know Your Customer (KYC) Questionnaire

Onboarding Process: As part of our customer onboarding, we require all new clients to complete a KYC questionnaire.

Information Gathering: The KYC process collects essential details about the customer, their business, and intended call traffic.

Risk Assessment: By assessing the legitimacy of the customer, we can identify potential risks and take appropriate measures.

4. Robocall Mitigation and Know Your Customer Onboarding Checklist

Robocall Mitigation Checklist:

Implement STIR/SHAKEN caller ID authentication.

Regularly file certifications in the Robocall Mitigation Database as required by the FCC.

Monitor and filter call traffic using advanced algorithms.

Collaborate with industry experts to stay informed about emerging threats.

Know Your Customer (KYC) Onboarding Checklist:

Verify customer identity and business details.

Assess the legitimacy of the customer's call traffic.

Document the KYC process for audit purposes.

5. Acceptable Use Policy (AUP)

Legal Compliance: All customers are subject to applicable local, state, national, and international laws and regulations.

Scope of AUP: Our AUP covers areas such as account collection, export control, consumer protection, unfair competition, antidiscrimination, securities laws, and false advertising.

Enforcement: Violations of the AUP may result in account suspension or termination.

Continuous Improvement

1. Technology Upgrades

AI Monitoring: We are actively exploring AI solutions to monitor call content in real-time.

Adaptive Filters: Our team continuously enhances filtering mechanisms to adapt to evolving robocall tactics.

2. Collaboration and Industry Standards

Partnerships: We collaborate with other service providers, industry associations, and regulatory bodies to share insights and best practices.

Compliance: Our practices align with industry standards set by the FCC and other relevant authorities.

Conclusion

At COME 2 LLC, our Robocall Mitigation Program is a multifaceted approach that prioritizes security, compliance, and customer trust. By implementing robust measures, conducting thorough KYC checks, and actively participating in industry initiatives, we contribute to a safer and more reliable communication ecosystem.

Acceptable Use Policy

You must **not** use our Services for illegal, fraudulent, or abusive purposes. If we find improper use, we may terminate your Service and charge applicable fees.

Prohibited Uses of Come 2 VoIP Services:

1. Illegal or Harmful Behavior:

Do not engage in behavior that is illegal, obscene, threatening, harassing, defamatory, or invasive of another's privacy.

Avoid deceptive, fraudulent, or malicious actions.

2. Unsolicited Messages (Spam):

Sending unsolicited messages (spam) via email, voicemail, SMS, or faxes is strictly prohibited.

Do not collect information about others without their consent.

3. Malicious Software:

Negligently transmitting harmful software (viruses, trojan horses, etc.) is forbidden.

4. Caller ID Integrity:

Creating false Caller ID identities or misleading others about the origin of your calls is not allowed.

5. Intellectual Property Rights:

Do not transmit material that infringes on intellectual property rights of third parties.

6. Excessive Usage:

Use the Services within expected business norms.

Avoid excessive usage that disrupts other customers experience.

7. Interference and Exploitation:

Do not interfere with other customers' use of the Services.

Avoid methods or devices designed to exploit or bypass this policy.

By adhering to these guidelines, you contribute to a positive and secure communication environment.

You further understand and agree that:

1. Responsibility for Transmissions and Data:

You are solely responsible for any transmissions and data sent or stored through the Services under your account. This includes the content of any communication or information stored.

2. Adherence to Policies and Agreements:

You agree to comply with all applicable Come 2 LLC policies, procedures, and agreements related to the Services.

3. Unauthorized Access Prohibited:

Do not attempt to gain unauthorized access to the Services, other accounts, or connected computer systems or networks. Unauthorized access includes password mining or any other means.

4. Agreement Renewal:

Any verbal or written service agreements, including those related to free equipment, will automatically renew annually.

5. Legal Compliance:

Your use of the Services must adhere to all relevant local, state, national, and international laws and regulations. This includes rules governing account collection, export control, consumer protection, unfair competition, antidiscrimination, securities laws, and false advertising

Signature:	
Printed Name:	
Title:	
Company Name:	
Address:	
City, State and Zip Code:	
Email:	
Telephone Number:	
FCC:	
RMD:	
OCN:	
EIN:	
Date:	

Know Your Customer



Customer Name			
DBA/Other Trade Name(s), Holding Co., Etc			
Entity Type	☐ Corp. ☐ Individual ☐ Partnership ☐ LLC ☐ Other:		
Type of Business	☐ Wholesale ☐ Retail ☐ Both – <i>Provide Percent of Mix:</i>		
Business Description <i>(Provider Type)</i>	☐ VOIP ☐ Hosted PBX ☐ Conference Call ☐ Wireless Carrier ☐ Call/ Contact Center ☐ Facilities Based Long Distance Provider ☐ Other <i>(please describe):</i>		
Address <i>(Headquarters or Main Location)</i>	Address 1:		Address 2:
	City:	State:	Zip:
Billing Address ☐ <i>Check if same as above</i>	Address 1:		Address 2:
	City:	State:	Zip:
Previous Addresses <i>(past 5 years)</i>			
Main Telephone No:	Fax Number:	Website URL:	
State of Incorporation:	Year Incorporated:	Years In Business:	
FCC Registration No.:	FCC Registration Name <i>(if differs from Customer Name)</i>		
FCC 499 File ID No:	Name of Entity w/499 Filer ID <i>(if differs from Company Name)</i>		
Tax Exempt: ☐ YES ☐ NO	Federal Tax ID No (FEIN):		
Legal Compliance Contact			
	Phone:	Email:	
Main Customer Contact			
	Phone:	Email:	
Billing (AP Contact)			
	Phone:	Email:	
Has your company received a Civil Investigative Demand, or discontinued service due to a court order, injunction or temporary restraining order in past 4 years? ☐ NO ☐ YES			
Does your business have any certifications that permit or allow pre-recorded messages to be delivered to your customer base? ☐ NO ☐ YES, <i>please attached copy of certificate</i>			



Please indicate whether you or calls that you dialed have been the subject of:

- Formal written request from a government agency, subpoena, civil investigative demand, or other complaint;

OR

- Lawsuit filed by the Federal Trade Commission, or any other law enforcement action by any other state or federal agency.

☐ NO ☐ YES

Please describe the nature of the goods and services sold by you:

If you are a call center are you using:

☐ Telephone Dialing System ☐ Predictive Dialer

☐ Dialing Software with person initiating a call ☐ Manually Dialed Calls Only

Does your company maintain a written RoboCall Mitigation Plan or Protocol required by the FCC as a VoIP or Intermediate VoIP Provider?

☐ NO ☐ YES

Does your company initiate or transport robocalls/autodialed calls within, to or from the United States?

☐ NO ☐ YES

Customer affirms and certifies that all information and answers to questions herein are complete, true and correct to the best of signatory's knowledge and belief.

Come 2 LLC retains the right to deny credit or close the account whenever it deems necessary. It is understood and agreed that an investigative report may be made whereby information is obtained through personal interviews with third parties, such as credit reporting agencies, business associates, financial sources, or others with whom the applicant is acquainted. This investigation is not limited to the references listed in this application. This inquiry may include information as to the applicant's capacity, general credit reputation, business character, and other information we deem necessary to make a sound credit decision.

The signatory below represents and warrants that he/she has full capacity and authority to sign on behalf of customer.

Customer Name	
Signature	
Printed Name	
Title	
Date	