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Robocall Mitigation Plan Description

Our organization utilizes the 3CX VoIP platform to provide voice services. 3CX does not include robocalling functionality by default, and our deployment is configured to prevent the use of any third-party applications or custom call flow scripts that could facilitate robocalling.

We have implemented the following robocall mitigation practices:

1. **Platform Controls:** The 3CX system is configured to restrict outbound call volumes and patterns that could indicate robocalling behavior. We do not permit automated dialing systems or mass outbound campaigns.
2. **Customer Restrictions:** Customers are prohibited from uploading or deploying custom call flow applications (CFAs) or dialers that could be used for robocalling. Our terms of service explicitly forbid the use of our platform for unsolicited or illegal robocalls.
3. **Monitoring and Auditing:** We actively monitor call traffic for anomalies such as high call volumes, short-duration calls, and repetitive calling patterns. Any suspicious activity is investigated and, if necessary, service is suspended pending review.
4. **Compliance and Enforcement:** We maintain internal policies aligned with FCC robocall mitigation requirements and the TRACED Act. Violations of our anti-robocall policies result in immediate enforcement actions, including service termination.
5. **No Prior Enforcement Actions:** We have not been the subject of any robocall-related government enforcement actions or investigations.

We are committed to maintaining a robocall-free environment and ensuring compliance with all FCC regulations.