



Robocall Mitigation Program

STIR/SHAKEN Extensions:

ConvergeTel LLC is a voice service provider serving around 100,000 voice service subscriber lines and therefore are eligible for and are taking STIR/SHAKEN implementation extension received under 47 CFR § 64.6304.

Most of the voice traffic we originate on our voice network is authenticated with STIR/SHAKEN. The remainder of the voice traffic that originates on our network is subject to the Robocall mitigation program described herein.

Robocall Mitigation Program – We have Fraud Detection AI implemented on our switch which provides reporting to help identify suspected illegal Robocalls and alerts us if we originate any calls where the calling number is invalid or unallocated. We immediately block the calls and investigate to identify such calls if the caller is attempting to originate unlawful Robocalls. If determined that the caller was attempting to originate unlawful Robocalls, the Customer is issued notice to stop such actions or we terminate their service as appropriate.

Traceback – We respond to all traceback requests from the Commission, law enforcement, and the registered traceback consortium within 24 hours of traceback being received, and cooperate with such entities in investigating and stopping any illegal Robocalls that use our service to originate calls.

Knowing our customer – We follow the best practices for vetting caller identity described by the NANC Call Authentication Trust Anchor Working Group. When customers sign up for service, vetting the customer to determine if they will be originating high call volumes, such as a call center, however at this time we currently do not serve any such customers.