

Alpha Computer Group is committed to reducing unwanted and illegal robocalls from originating or terminating on our network. We have fewer than 500 voice subscriber lines. Our voice providers are certified as fully STIR/SHAKEN implemented and they sign and authenticate calls on our behalf.

Alpha Computer Group mitigates robocall origination through the following means:

- Our customers are not able to set or change Caller ID on their own. Changes must be requested and approved by our support team. Once approved internally we submit this request to our voice provider (who is STIR/SHAKEN Compliant) and they make the change. This prevents phone number spoofing.
- We have knowledge of our customers and their business calling practices. None of our customers operate call centers or use auto-dialers to make calls.
- We don't permit short duration calling. We monitor and watch for suspicious patterns that could indicate abuse of our policies.

Alpha Computer Group also commits to cooperating with the Federal Communications Commission (FCC), law enforcement, and the industry traceback consortium in the investigation of and prevention of illegal robocallers if it learns that such calls are coming from its network.