

ReachMe.com – Robocall Mitigation Program Description

Company Name: ReachMe.com

Legal Entity Name: ReachMe, Inc.

FCC Registration Number (FRN): 0031296296

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1. Company Overview

ReachMe, Inc. ("ReachMe.com") is a U.S.-based interconnected VoIP service provider offering cloud communications, call forwarding, and messaging solutions to individuals and businesses nationwide. Our network is primarily SIP-based, with interconnection to third-party carriers for PSTN termination.

2. STIR/SHAKEN Implementation

ReachMe.com has implemented the STIR/SHAKEN framework for all IP-based voice traffic where we originate calls and where it is technically feasible. This ensures call authentication and verification for the vast majority of outbound calls placed on our network.

- Implemented: Yes – for calls entirely on IP/SIP interconnections.
- Not Yet Implemented: For traffic that transits legacy TDM networks or where we do not have access to both caller and callee numbers in SIP signaling. For those calls, ReachMe.com applies the mitigation measures outlined below.

3. Robocall Mitigation Program

ReachMe.com is fully committed to preventing the origination of illegal robocalls and unwanted automated traffic on our network. Our mitigation strategy includes customer vetting, traffic analytics, call blocking, and industry cooperation.

3.1 Customer Vetting ("Know Your Customer")

- Require all customers to provide valid identity information before activating service.
- For business accounts, we collect EIN and responsible-party contact details.
- High-volume customers must disclose traffic type and use case; suspicious accounts are subject to enhanced due diligence.

3.2 Traffic Monitoring & Analytics

- Monitor call patterns for signs of illegal robocalling.
- Deploy automated alerts to flag and review suspicious traffic in real time.

3.3 Call Blocking & Enforcement

- Immediate blocking of calls confirmed as illegal robocalls.
- Suspension or termination of accounts originating unlawful traffic.
- Escalation of egregious activity to law enforcement where appropriate.

3.4 Rate Limiting & Access Controls

- New accounts are subject to throughput limits until behavior is validated.
- API access and bulk dialer traffic are only permitted after manual approval.

3.5 Complaint Handling

- Customers and third parties can report abuse to abuse@reachme.com.
- Each report is logged, investigated, and acted upon promptly.

3.6 Traceback Participation

- ReachMe.com is an active participant in the Industry Traceback Group (ITG).

4. Compliance Contact

Name: Shon Mardani
Title: Compliance Officer
Email: compliance@reachme.com
Phone: 213 446 7856

5. Ongoing Compliance

ReachMe.com performs quarterly reviews of its robocall mitigation measures to ensure compliance with 47 CFR § 64.6305 and to address emerging threats. As industry standards evolve, we update our network practices to further reduce illegal and unwanted robocalls.