

interCloud9, LLC
www.interCloud9.com
Robocall Mitigation Plan
Dated: 3/29/2024

interCloud9 develops and maintains a Software as a Service (SaaS) call center platform. The platform is marketed directly under the interCloud9 brand.

We are primarily a software provider, in which customers provide their own carrier termination for the software. Our customers come from a variety of locations and industries, including, but not limited to, educational, medical, utility and religious institutions.

Traceback

InterCloud9, LLC responds to all U.S. Telcom traceback requests. We aim to investigate and respond within 24 hours. In addition, we cooperate with law enforcement and registered traceback consortium members to investigate and stop illegal robocalling.

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InterCloud9, LLC will terminate any relationship with entities or customers that break our terms of service or violate federal or state laws. Our software requires end-users to verify ownership of a Caller ID through a software call back process to prevent Caller ID spoofing. We maintain records and logs of all users and actively cooperate with any requests for information from law enforcement.