

IP PBX Support, Inc.

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IP PBX Support, Inc. Robocall Mitigation Program Description

1. Company Overview

IP PBX Support, Inc. headquartered at 63 Bovet Road #122, San Mateo, CA 94402, is an Internet Telephony Service Provider (ITSP) serving small businesses across the United States. From our colocation datacenter in Fremont, CA, our fully IP-based network handles approximately 50,000 calls monthly, routed through five upstream wholesale providers who enforce STIR/SHAKEN call authentication and from whom we receive authenticated traffic. As of [insert exact date in Jan/Feb 2026, e.g., February 2026], we have obtained our own STIR/SHAKEN certification (partial implementation level, supporting B-level attestation) via our Service Provider Code (SPC) token and generated certificate, and we are actively rolling out direct signing on applicable IP traffic portions. Using FreePBX/Asterisk (including CHAN_SIP and PJSIP drivers) and FreeSWITCH/FusionPBX systems, we provide dial tone to customer-premises equipment (e.g., FreePBX/Asterisk, Allworx, Avaya, Panasonic). Per the FCC's TRACED Act, we have implemented a robust robocall mitigation program in our datacenter to prevent illegal robocalls.

2. Robocall Mitigation Measures

From our colocation datacenter, IP PBX Support, Inc. employs a multi-layered strategy, leveraging upstream STIR/SHAKEN enforcement, our own partial STIR/SHAKEN implementation, vetting, and monitoring to prevent illegal robocalls.

2.1 STIR/SHAKEN Implementation

IP PBX Support, Inc. has achieved partial STIR/SHAKEN implementation as of [Jan/Feb 2026 date]. We obtained our SPC token from the STIR/SHAKEN Policy Administrator, generated a digital certificate from an approved Certificate Authority, and are rolling out authentication using our own certificate on IP portions of our network where we have direct control and customer validation. We authenticate eligible originating calls with B-level (partial) attestation (known customer but not always verified number association), consistent with ATIS standards and FCC requirements under 47 CFR § 64.6301 et seq. This includes:

- Signing calls on controlled segments with B-level where full A-level is not feasible.
- Ongoing rollout to increase authenticated traffic coverage [add target %/date if known, e.g., targeting 50%+ by end of 2026].
- Integration with our FreePBX/Asterisk (including CHAN_SIP and PJSIP) and FreeSWITCH/FusionPBX systems for seamless signing and monitoring.

We continue to rely on our five upstream wholesale providers to enforce STIR/SHAKEN caller ID authentication for traffic they originate or transit, receiving calls signed with A-, B-, or C-level attestations (including valid Identity headers). Our owner-led vetting ensures all providers have STI-GA SPC tokens and comply with FCC STIR/SHAKEN requirements. This hybrid approach—our direct partial signing + upstream reliance—reduces spoofed call risks across the full call path.

2.2 Call Blocking and Screening

From our datacenter, we deploy advanced techniques to block illegal robocalls:

- Do Not Originate (DNO) Lists: We maintain a dynamic DNO list, updated weekly with FCC and ITG-flagged numbers, blocked at the network level via our FreePBX/Asterisk Blacklist Module.
- Real-Time Analytics: The built-in Asterisk CDR module in our FreePBX/Asterisk (including CHAN_SIP and PJSIP) and FreeSWITCH/FusionPBX platforms monitors call volume and patterns from customer-premises equipment (e.g., FreePBX/Asterisk, Allworx, Avaya, Panasonic). This includes monitoring signed/unsigned traffic and patterns tied to our partial STIR/SHAKEN rollout. Calls exceeding 50 calls/hour from a single source are blocked automatically via the FreePBX/Asterisk Blacklist Module, mitigating robocall campaigns. Additional CDR tools, such as commercial FreePBX CDR or Asternic CDR Reports, are used as needed for enhanced analysis.
- Screening Mechanisms: Suspicious calls are routed through a FreePBX/Asterisk IVR system, requiring verification, reducing fraudulent call completion by ~25%.

2.3 Customer and Upstream Provider Vetting

From our colocation datacenter, as a small ITSP, IP PBX Support, Inc. partners with five upstream wholesale providers, vetted by our owner to ensure FCC compliance:

- Upstream Provider Vetting: New providers undergo interoperability testing to confirm USA-based operations and STIR/SHAKEN compliance. They must certify FCC adherence and provide authentication documentation.

Contracts mandate no illegal robocalls, with termination within 30 days for non-compliance. Quarterly reviews ensure adherence.

- Customer Vetting: New customers using on-premises equipment (e.g., FreePBX/Asterisk, Allworx, Avaya, Panasonic) submit an EIN and business address for verification. FreePBX/Asterisk (including CHAN_SIP and PJSIP) and FreeSWITCH/FusionPBX logs are reviewed to detect illegal activity. Customer vetting supports our partial STIR/SHAKEN rollout by enabling B-level attestation where applicable.
- Traffic Monitoring: We monitor incoming SIP traffic in real time using Linux-based firewalls, including iptables, to block suspicious IP addresses, including voice (RTP) packets. FreePBX/Asterisk (including CHAN_SIP and PJSIP) and FreeSWITCH/FusionPBX Call Detail Records (CDR), with open-source tools like sngrep and Wireshark, analyze call data from customer equipment to identify and mitigate suspicious sources.

3. Traceback and Compliance Procedures

IP PBX Support, Inc. is a member of the Industry Traceback Group (ITG) in Washington, DC, supports FCC traceback efforts:

- Traceback Response: We respond to FCC, law enforcement, or ITG traceback requests within 24 hours, providing call records from FreePBX/Asterisk (including CHAN_SIP and PJSIP) and FreeSWITCH/FusionPBX logs (including STIR/SHAKEN attestation details where applied).
- ITG Membership: In 2024, we contributed to 1 ITG-led traceback investigation, sharing anonymized data to combat robocalls.
- Internal Audits: Monthly audits using FreePBX/Asterisk (including CHAN_SIP and PJSIP) and FreeSWITCH/FusionPBX analytics ensure mitigation effectiveness, with added review of our partial STIR/SHAKEN implementation progress, findings reviewed by the owner.

4. Contact Information

For robocall mitigation inquiries, please contact:

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IP PBX Support, Inc. is dedicated to protecting consumers from illegal robocalls and maintaining FCC compliance. Through our ITG membership, partial STIR/SHAKEN implementation, and robust mitigation program, we continuously enhance our efforts to address evolving threats and uphold industry standards.