

Robocall Mitigation Policy for GPVOICE, LLC.

Robocall Mitigation Policy

Company Information

GP Voice is an FCC licensed voice service carrier that provides office PBX systems. All of our traffic is originated from our own customers. We utilize Sansay switches and also utilize their signing service to sign calls with our STIR/SHAKEN certificate based on how the calls originate to our network.

General Prohibition Against Illegal Robocalling

GP VOICE end user services are subject to restrictions contained in its terms of service ("TOS") requirements.

Its existing TOS prohibit activities normally associated with Robocalling including, but not limited to:

1. Providing altered, deceptive, or false information about the identity of the sender or the origin of a message or phone call;
2. Violating any applicable local, state, or federal law; using the CWT service to engage in or in connection with fraudulent activities.
3. Requires minimum call Answer Supervision and minimum call durations to discourage any type of robocalling type traffic. Significant penalties are added to accounts that fall below these guidelines and repeated occurrences will result in suspension and/or termination of the account.

Know Your Customer

GP Voice conforms with the "know your customer" mandate and requires all internal customers to prove identity and provide information regarding their services. Limits to call paths, call destinations, as well as internal monitoring of real time CDR's to identify common origination numbers are setup to identify possible robocalling and block services as necessary for manual review from our Network Operations Center.

Network Monitoring

We utilize in house software developed for the sole purpose to prevent fraud to domestic and international destinations. This proprietary software monitors real time CDR's in 5 minute increments to identify multiple calls from the same number, multiple calls to the same area code, multiple calls to international destinations, customers who dip below the ASR threshold, customers who dip below the ACD threshold, customers who attempt to originate from numbers in our DNO list, customers who have an increased percentage of call volume, and lastly customers who attempt to exceed their allowed number of call paths (channels). When flagged, a customers account will be restricted until the issue is manually reviewed by our noc team.

All caller ID's are always checked against our internal DNO lists as well as our internal blocklists. We also reject bad formatted calls or calls that have invalid CID information (bad area code, etc). These calls are automatically blocked at the time they are attempted.

Traceback Requests

GP Voice will respond to ALL traceback requests in a timely matter.