

Robocall Mitigation Policy

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SRQ Computer Services

Overview

The Federal Communications Commission (FCC) launched the Robocall Mitigation Database through which voice service providers are required to inform the agency of their robocall mitigation efforts.

As of September 28, 2021, phone companies must refuse to accept traffic from voice service providers not listed in the Robocall Mitigation Database.

How do we secure our clients voice services?

SRQ Computer Services is a reseller for Bandwidth Communications for a small number of clients. Bandwidth fully handles STIR/SHAKEN compliance for all outbound calls on behalf of SRQ Computer Services. Each and every one of our clients is well known and vetted. We do not accept new clients without an extensive vetting process which includes physically meeting the client, verifying their place of business, and confirming their VOIP needs are legitimate and legal.

- All our voice termination is done to specific IP addresses we provide to them via their portal.
- No connection can be established to external phone systems without adding it to Bandwidth whitelists first.
- All our phone systems accept traffic only from known endpoints and locations.
- We have strong Firewall filtering and whitelist where we only allow endpoints that are in the list to make registration attempts.
- Unknown registration requests are denied and banned.
- We monitor our systems for any traffic congestion or variations in numbers of calls made from a specific location.
- All our systems are kept up to date with all the latest security fixes and patches that protect us from malicious attacks.
- We also force specific CallerID policy so calls with different caller ID will not get passed to our upstream provider.
- Each month we run usage reports for our clients and compare data to establish that we are within certain range.
- On top of the above measures each client's call volume is limited to a reasonable amount and any overages or suspect outbound calls are immediately flagged and investigated.