

MessageUs LLC

Robocall Mitigation Plan

MessageUs LLC (noted as MESSU in this document) is a Non-gateway intermediate provider as defined under 47 CFR § 64.6300 – Definitions. As such, MESSU follows strictly with the Robocall Mitigation Plans filed by the intermediate providers from which we resell carriage. MESSU has a Robocall Mitigation Plan as shown below.

- (1). MESSU fully participates through its carriers with the ITG in order to: (1) provide for the robust protection of voice networks and users of such services from fraudulent, abusive, and/or unlawful robocalls; (2) work to reduce the number of illegal robocalls; (3) identify the source of such calls through Trace back and Trace Forward efforts; and (4) implement Do Not Originate (DNO) procedures when requested by governmental agencies through USTelecom. MESSU utilizes carriers that are ITG Cooperative Voice Service Provider as defined by the ITG Policies and Procedures and takes all necessary steps to ensure that it will not meet the definition of a Non-Cooperative Voice Service Provider.
- (2). MESSU carries traffic from an active member of the Traffic Pumping Trace Back Group (“TPTG”) hosted by SOMOS. The TPTG investigates traffic to determine if the calls are illegal Toll-Free Traffic Pumping through Trace back efforts. The group includes Resp Orgs, carriers, law enforcement, and other agencies determined eliminate illegal Toll-Free Traffic Pumping.
- (3). MESSU commits to fully responding within 24 hours to all traceback requests from the ITG, the TPTG, the FCC, and law enforcement. MESSU shall cooperate with these groups to investigate and stop any illegal robocallers from using Company’s service to carry or process illegal calls. When notified by the FCC’s Enforcement Bureau, Company shall block and report identified illegal traffic, and any substantially similar traffic, on an ongoing basis (unless Company’s investigation determines that the traffic is not illegal) when Company receives actual written notice of such traffic from the Enforcement Bureau.
- (4). MESSU’s contracted telecommunications personnel continually monitor the network to identify and mitigate any irregular traffic patterns to reduce fraudulent and/or illegal robocall traffic. When MESSU identifies potentially fraudulent, abusive, suspicious, or robocalling traffic patterns; it acts swiftly to mitigate this activity. Mitigation includes, but is not limited to, (1) blocking or rejecting known fraudulent/abusive traffic or invalid calling numbers utilizing the appropriate Session Initiation Protocol (SIP) response codes, (2) blacklisting a known abusive number, (3) tracing the call traffic back to the originating party, (4) reporting instances of irregular traffic activity to our carrier customer, (5) requiring the customer to remediate and detail the cause of said irregular traffic, (6) taking action such as suspension or termination for violations.
- (5). MESSU provides service to end users and requires potential customers to complete a profile which includes the customer’s legal information. MESSU does not accept customers based in foreign countries.
- (6). MESSU relies on carriers who utilize the RealNumber Do Not Originate (DNO) to aid in fraud prevention on Toll-Free and 10-digit local numbers and the Reassigned Numbers Database (RND) to verify if a US geographic or TollFree telephone number has been permanently disconnected and the date of the most recent permanent disconnection of said number.