

Robocall Mitigation Plan

Status Quo

We take the issue of robocalling and the protection of customers from unwanted and illegitimate callers seriously. We do not knowingly engage with customers whose business involves originating Robocall traffic.

Know Your Customer

We will follow the best practices for vetting caller identity described by the NANC Call Authentication Trust Anchor Working Group. (<https://docs.fcc.gov/public/attachments/DOC-367133A1.pdf>)

Client Cooperation Plan

We will use variety of methodologies and solution to check our voice traffic to prevent the origination of illegal robocalls. We will block suspected numbers, suspicious traffic via various traffic monitoring alerts and CDR reports. If we decide that the caller was trying to originate unlawful robocalls, we either warn them to stop or end their service as proper.

Implementation

As a standard policy, all USA calls will be completed with a with the Caller ID associated with a DID we supported each customer.

Traceback

We respond to all traceback requests from the Commission, law enforcement, and the registered traceback consortium and cooperate with such entities in investigating and stopping any illegal robocallers that use our service to originate calls.

Revision 1.1 dated 2-14-22