

Robocall Mitigation Plan

1. Overview

This Robocall Mitigation Plan outlines the measures implemented to prevent and detect unlawful robocalls originating from our PBX infrastructure. Our organization is committed to maintaining the integrity of our voice services and complying with applicable FCC regulations.

2. Network Security and Access Controls

To prevent unauthorized access and potential misuse of our PBX servers, we enforce the following security protocols:

- All PBX servers are updated on a weekly basis to ensure the latest security patches and firmware are applied.
- Extension credentials are protected using randomly generated, complex passwords that are changed periodically.
- Access to PBX systems is restricted to authorized personnel only, and remote access is secured using VPN and multi-factor authentication where applicable.

3. Monitoring and Anomaly Detection

We have partnered with our SIP trunking provider to implement real-time monitoring of call traffic. This system:

- Alerts us immediately if there is an unusual spike in call volume or other suspicious activity originating from our servers.
- Enables rapid investigation and response to potential robocall incidents.

4. STIR/SHAKEN Implementation Status

- **Implementation Status:** Not Implemented

Justification:

The provider does not control the necessary SIP infrastructure to implement STIR/SHAKEN and is therefore exempt from direct implementation. However, the provider ensures compliance through robust mitigation practices and works with our upstream partner:

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5. Ongoing Evaluation and Compliance

We continuously evaluate our mitigation strategies and update our systems and procedures in response to emerging threats and regulatory guidance. Our team remains engaged with industry best practices and FCC requirements to ensure ongoing compliance.

6. Point of Contact

For questions or concerns regarding this Robocall Mitigation Plan, please contact:

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