

HopDial, LLC Robocall Mitigation

HopDial leverages only partners that are compliant and registered with the FCC RoboCall Mitigation database.

The following specifies the steps that HopDial, LLC has taken or will take to avoid originating illegal robocall traffic as part of its robocall mitigation program:

1) AGREEMENTS: HopDial, LLC has made sure its customer agreements are clear about the kind of traffic it will (and will not) accept from its customers. HopDial, LLC has notified them that if they do not follow the rules, they will be subject to prompt termination. If they are found sending calls that HopDial, LLC believe are illegal, they will forfeit confidentiality and their information will be shared with enforcers and industry partners.

2) CUSTOMER VETTING: HopDial, LLC strives to know its customers and confirms the identity of new commercial customers by collecting information such as physical business location, contact person(s), state or country of incorporation, federal tax ID (if applicable), and the nature of customer's business. HopDial, LLC vets each customer as thoroughly as practical and possible. HopDial, LLC makes sure any suspicions are allayed before turning on service and does not give anonymous test accounts to autodialers.

3) MONITORING & RESPONSE: HopDial, LLC takes quick action and follows a plan that allows it to act promptly and decisively on anything suspicious detected by its monitoring. If HopDial, LLC get a traceback notice for an illegal robocall, it does not leave the issues unresolved but rather, HopDial, LLC insist on specific, deterministic explanations with explicit corrective actions from its customers. Fraud callers and customers with sloppy controls are not be rewarded with on-going forgiveness.

4) COOPERATION: HopDial, LLC will cooperate with investigative bodies and stands ready to comply with traceback requests by law enforcement, the FCC, or the Industry Traceback Group, the official consortium designated to lead private traceback efforts.