
Phoenix Techforce: Commitment to Combatting Illegal Robocalls

At Phoenix Techforce, we are dedicated to minimizing the occurrence of unwanted and illegal robocalls on our network. With fewer than 50 voice subscriber lines, we ensure that all calls are signed and authenticated through our STIR/SHAKEN-certified voice provider.

Our Approach to Robocall Mitigation

- **Controlled Caller ID Management:** Customers cannot independently set or modify their Caller ID. Any changes must be requested and approved by our support team. Once approved, these requests are forwarded to our STIR/SHAKEN-compliant voice provider for implementation, effectively preventing phone number spoofing.
- **Customer Familiarity:** We maintain a thorough understanding of our customers and their business practices. None of our customers operate call centers or use auto-dialers for making calls.
- **Monitoring for Abuse:** We prohibit short-duration calling and actively monitor call patterns for any suspicious activity that might indicate policy violations.

Collaboration and Compliance

Phoenix Techforce is committed to cooperating fully with the Federal Communications Commission (FCC), law enforcement, and the industry traceback consortium. If illegal robocalls are identified on our network, we will assist in investigations and take necessary steps to prevent such activities.