

RingOffice Corp.

Updated 2026

Re: Robocall Mitigation Plan

RingOffice Corp. (RingOffice) is based in Markham, Ontario, Canada and provides voice services to business customers in both Canada and the United States.

For U.S. operations, RingOffice qualifies as a non-facilities-based interconnected VoIP provider. RingOffice is registered with the Federal Communications Commission (FCC), has been issued an FCC Registration Number (FRN) and FCC Form 499 Filer ID, and is listed in the FCC Robocall Mitigation Database.

RingOffice obtains U.S. telephone numbers (DIDs) and PSTN interconnection services through authorized third-party upstream carrier partners. At this time, RingOffice relies on upstream carriers for STIR/SHAKEN authentication and is in the process of obtaining an Operating Company Number (OCN) and SPC token to implement direct STIR/SHAKEN authentication consistent with FCC requirements.

Robocall Mitigation Plan

RingOffice's robocall mitigation strategy comprises the practices, procedures and measures detailed below. These may be modified or updated as required to improve effectiveness.

Customer Risk Management

RingOffice serves primarily business customers and has established procedures to verify customer company name, registration, contact details, and physical address prior to onboarding. RingOffice reviews intended service use cases and expected traffic patterns to discourage high-volume, auto-dialer, or robocaller activity. Elevated-risk use cases are subject to enhanced review or rejection.

Terms of Service

RingOffice enforces strict Terms of Service prohibiting illegal robocalling, caller ID spoofing, and violations of applicable U.S. (FCC/TCPA) or Canadian (CRTC) regulations.

Customers must accept these terms prior to service activation. RingOffice reserves the right to suspend or terminate service immediately upon detection of violations.

Caller ID Control

RingOffice manages and restricts the Caller ID Number displayed on outbound calls. Caller ID is limited to telephone numbers assigned to the customer or verified as owned or controlled by the customer. In exceptional cases where alternate caller ID is requested, documented proof of number ownership is required. Calls originating from invalid, malformed, or blatantly illegitimate caller identification numbers are blocked.

Traffic Monitoring & Fraud Detection

RingOffice actively monitors network traffic to identify abnormal call volume, short duration calls, high-velocity dialing, suspicious calling patterns, and other indicators of potential robocall or spoofing activity. Flagged traffic is reviewed by technical personnel, and suspicious activity may result in temporary suspension, traffic blocking, or service termination.

Traceback Requests

RingOffice maintains detailed call records and cooperates with traceback requests from the Industry Traceback Group, upstream carrier partners, law enforcement, and regulatory authorities. RingOffice responds to such requests within 24 hours of receipt.

RingOffice designates internal management responsible for oversight of robocall mitigation compliance and ensures this plan is reviewed annually. RingOffice commits to updating its FCC Robocall Mitigation Database filing within ten (10) business days of any material change.

Regards,
Kashan Chaudhry
Managing Director