

Robocall Mitigation Program Description

The Robocall Mitigation Program for Supersource includes three primary components in order to vet calls on our network and the customers who are responsible for initiating them.

KYC (Know Your Customer)

Working from FCC Document 367133A1, we have adjusted our policies such to include vetting physical business location(s), responsible persons for the organization and federal tax ID. We also validate outside TNs introduced into our systems to assure they are authorized to be used by our customers.

In lieu of STIR/SHAKEN Caller ID Authentication and Verification

We have no STIR/SHAKEN implementation, however, we certify that all calls originated on our network are subject to robocall mitigation consistent with 47 CFR § 64.6305(a) and described here. Moreover, we are eligible for and are taking STIR/SHAKEN implementation indefinite extension received under 47 CFR § 64.6304 because we have fewer than 100,000 voice subscriber lines. We also certify that any prior certification has not been removed by Commission action and has not been prohibited from filing in the Robocall Mitigation Database by the Commission, and that we have not implemented the STIR/SHAKEN authentication framework on any portion of our network.

Some steps we perform to prevent passing illegal robocall traffic on our network include providing caller ID (CID) and caller ID Name (CNAM) information on all calls we originate on our network and not allowing CID spoofing, business number verification to associate only authorized numbers to businesses as described in KYC, and, finally, looking for unusual usage deviations including high call volumes that could be indicative of illegal robocall activity or unauthorized usage of our network.

Response Capabilities and Procedures

While we take all reasonable steps to avoid originating illegal robocall traffic on our network, we hereby commit to respond fully within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use our service to originate calls.