

FCC Robocall Mitigation Database Certification

Provider Name: Insider Telecom LLC

FRN: RMD0007006

Certification Type: Alternative Robocall Mitigation Practices

Certification Statement:

Insider Telecom LLC provides a tightly controlled VoIP service exclusively to a small, fixed group of nine brick-and-mortar clients. Examples: A paint supply store, a restaurant, an adult daycare facility. These clients are long-standing businesses with whom we have maintained direct, in-person relationships for 15–20 years. We do not accept new customers and operate on a white glove service model that ensures complete control over the phone systems and call routing.

Our key practices include:

- 1. Exclusive Use of Company-Provided Equipment:**

All telephony equipment, including desk phones, is provided, configured, and maintained by Insider Telecom LLC. Customers do not have security access to the PBX, phone settings, or caller ID configuration.

- 2. Caller ID Controls:**

All outbound caller ID settings are hardcoded to display only the main business numbers of our clients. These numbers are verified and backed by Letters of Authorization (LOAs) and are associated with accounts on either Bandwidth or Flowroute, both FCC-compliant upstream providers.

- 3. Customer Verification:**

All customers are known, verified brick-and-mortar businesses. LOAs are maintained for all phone numbers used within our system, ensuring the legitimate ownership of each number.

- 4. Traffic Monitoring and Anomaly Detection:**

We routinely monitor call traffic to identify and address unusual activity that could indicate potential misuse, such as high call volumes or patterns consistent with illegal robocalls.

- 5. No Caller ID Modification:**

Customers have no ability to alter caller ID information, ensuring compliance with anti-spoofing measures.

6. Upstream Provider Compliance:

All call traffic is routed through Bandwidth and Flowroute, which implement STIR/SHAKEN caller ID authentication for call termination.

By maintaining strict control over our systems, verifying the identity of all clients, and working exclusively with compliant upstream carriers, Insider Telecom LLC adheres to the FCC's requirements for alternative robocall mitigation practices.

We certify that we are in compliance with the FCC's robocall mitigation rules and are committed to ensuring the integrity of our communications network.

Name: Charles King

Title: Owner

Date: 12/19/2024