



Robocall Mitigation Plan

September 2021
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aspStation, Inc. (referred to as aspStation) has committed to responding to all traceback requests from the Federal Communications Commission, law enforcement agencies, and the industry's traceback consortium. aspStation will cooperate with investigating and stopping any illegal robocallers.

aspStation is a Small Voice Service Provider.

aspStation uses Inteliquent as its sole VoIP provider. Inteliquent is listed in the Robocall Mitigation Database.

aspStation's Robocall Mitigation Plan is:

1. aspStation does not provide VoIP accounts to unknown clients. All of our clients are local. We know the people. We know the business. We verify the location of each client since we need to be on-site to install the equipment.
2. aspStation verifies the client is the owner of the DID before it is ported into our system. The prior provider's invoice must show the DID and the address of the business.
3. aspStation sets and controls the outgoing caller ID information. The clients does not have access to change their caller ID. aspStation sets the caller ID for each call.
4. aspStation does not provide wholesale SIP only accounts.
5. aspStation does not have any high call volume clients such as call centers.
6. aspStation provides all of the devices used on our service. We program the devices before installing them at the client's location. The client is not given the IP of our VoIP servers, the SIP login, or the SIP account password.
7. aspStation only allows the IP numbers of our clients through the firewall. This blocks unwanted break-ins into our servers.
8. aspStation requires all clients to follow our Acceptable Use Policy (AUP). This includes:
 1. No modifications to any of the equipment connected to our service.
 2. No violations to Federal, State, or Local laws.
 3. The use of our service for any fraudulent activity.
 4. aspStation reserves the right to suspend or terminate any client for violating the AUP.
9. aspStation scans outgoing call logs for above normal call volume. Should a call volume alert be triggered, the client will be contacted and outgoing calls will be temporary blocked until the issue is resolved.
10. If notified of a robocall event, aspStation will investigate the event. Action will be to verify the report and will block outgoing calls for the client in question until the issue is resolved.

If there are any questions or concerns regarding this plan, please email us at support@aspStation.net