



Robocall Mitigation Policy

Westechs Communications (“Westechs”) is dedicated to stopping illegal calls. Westechs is a pure reseller and therefore does not have direct control of the network infrastructure to implement STIR/SHAKEN. However, all telecommunications partners that Westechs uses are STIR/SHAKEN compliant and are also committed to eliminating illegal and fraudulent calls.

Know Your Customer

Westechs utilizes the mitigation technique of “Know Your Customer”. Voice services provided to customers by Westechs are subject to our Master Service Agreement (“MSA”). This MSA explicitly prevents end users from participating any deceptive, fraudulent, threatening or harassing phone activities. Customers that violate this MSA are subject to suspension and/or termination.

New customers are subject to verification before any telecommunication service is provided. This verification includes, not is not necessarily limited to, business name, ownership, nature of business, payment information, etc.

Security and Monitoring

Various security measures are in place to monitor for abnormal spikes in call traffic. Large volumes of calls are programmatically prevented. Any suspicious activity that is reported or detected is immediately investigated and/or mitigated.

Traceback and Enforcement Cooperation

Westechs will fully cooperate with any law enforcement agency and other entities to investigate and eliminate unwanted and illegal robocalls.

This Policy was last updated on 6/4/2025.