

Privatel Robocall Mitigation Program

Privatel, Inc. is a non-facilities-based reseller of interconnected VoIP services. It obtains its services from Momentum Telecom, who assigns telephone numbers to Privatel's subscribers. Privatel does not have access to the numbering resource and does not assign telephone numbers to its VoIP users. Privatel operates exclusively in the United States.

Privatel complies with the requirement to "know your customer." Privatel's services are provided by internal wiring in multi-unit dwellings for long and short term occupancy. Privatel does not hold out its services to the general public; rather, Privatel serves and focuses on certain niche markets: colleges and universities; hospitals; houses of worship; senior living facilities; residential MDUs; hotels and lodging facilities; and hospitality. Privatel knows its customers and their business. These are not the types of premises or businesses that present a meaningful risk of generating unlawful robocall traffic. Privatel knows the location of each unit and the number of VoIP lines purchased by this unit from Privatel. Few of its total customer base have enough call paths to generate the high volume of traffic associated with robocalling. Privatel has a direct contractual relationship with the residents of each unit, or in the case of hospitals; houses of worship; senior living facilities; hotels and lodging facilities and hospitality with the owner of the premises. Given the locations and type of our customer base, the chances that ANY of them would originate illegal traffic is low.

Privatel uses service agreements and acceptable use policies as a means of deterring its new and existing subscribers from using their voice services in ways that would be in violation of local, state, or federal laws, or to engage in deceptive or fraudulent activity. These documents governing use of Privatel's services include terms indicating specifically to all customers that their services should not be used for the purpose of making illegal calls, and Privatel reserves the right within its service agreements to suspend or terminate a subscriber's voice service for violating applicable service-related terms.

Privatel has one upstream (intermediate) service provider, Momentum Telecom, which provides the analytics to identify and block illegal traffic. Momentum Telecom is listed in the Robocall Mitigation Database. A copy of its own Robocall Mitigation Program is attached to its filing in the Robocall Mitigation Database. Momentum Telecom's analytics monitor all of Privatel's outbound voice traffic in real-time to detect and prevent the origination or transit of illegal robocalls. Momentum uses analytics that allows for real-time monitoring of traffic and will flag call patterns indicative of potential illegal robocalling. Outbound calls from Momentum customers, such as Privatel, using Momentum-Carrier Partner U.S. phone numbers are signed with "A" or full attestation. Momentum's call analytics can detect call patterns that indicate robocall activity, including, but not necessarily limited to, an unusually large number of calls from the same number, an excessive number of short duration calls, and calls that stop attempting to connect after a single ring. Momentum's call analytics also can detect where the calling number is invalid, unallocated, or on ITG's Do Not Originate ("DNO") list. If Momentum's call analytics detect any of the above-described issues with Privatel's originated traffic, a report is generated that summarizes the issues presented. In the event that Momentum's analytics report indicates potential illegal robocall activity by a Privatel customer,

Momentum will alert Privatel's contact representative and asks Privatel to investigate the issue and thereafter inform Momentum: (i) when the issue is resolved and (ii) what actions Privatel took in resolving the issue. We will immediately investigate any identified suspicious calls to determine if the caller or upstream provider was attempting to originate or transit unlawful robocalls. If we determine that the traffic is likely unlawful, then we will warn them to stop sending such traffic. If they continue to send traffic that appears to be unlawful, then we will terminate their service.

Privatel's voice service system inherently is incompatible with the use of the service for robocalls. All but a handful of Privatel's voice service subscribers have a single voice path. Of the remainder, a few have two lines which is the maximum number of voice paths Privatel's modems will support. Some assisted living homes receive bulk VoIP service from Privatel, but each of those lines is served by a separate modem making their use for robocalls difficult if not impossible, and Privatel knows the room served by each modem and can track unlawful traffic to that room enabling Privatel to quickly investigate and stop the traffic.

Privatel uses Momentum to block traffic from any non-gateway intermediate provider not listed in the Robocall Mitigation Database as of May 28, 2024.

Privatel commits to respond fully and in a timely manner 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 its service to originate calls.

At no time during the last two years, neither Privatel nor any entity for which Privatel shares common ownership, management, directors, or control has been the subject of a formal Commission, law enforcement, or regulatory agency action or investigation with accompanying findings of actual or suspected wrongdoing due to the filing entity transmitting, encouraging, assisting, or otherwise facilitating illegal robocalls or spoofing, or a deficient Robocall Mitigation Database certification or mitigation program description.