

Robocall Mitigation Policy

Know Your Customer

Intratel utilizes the mitigation technique of “Know Your Customer.” Intratel is a small, long-established provider that maintains a close relationship with its subscribers. Its customers are generally small – medium size businesses.

Intratel serves a small number of long-time business end users with large volume calling capability that are being directly contacted to review with them Intratel’s policies and efforts to prevent the Intratel network from being used for illegal robocalling.

Network Monitoring

Intratel is continuing development of custom software in-house that allows for real-time monitoring of traffic and will flag call patterns indicative of potential illegal robocalling. Additional capability is being added to the software which will automatically disable any subscribers associated with flagged call patterns.

Traceback and Enforcement Cooperation

Intratel will actively cooperate with the traceback community including the FCC, CRTC, law enforcement, and The Industry Traceback Group (ITG) to investigate and stop illegal robocalls. Intratel will dedicate sufficient resources to provide prompt and complete responses to traceback requests.