

Robocall Mitigation Strategy for ReceptionHQ LLC

Version 2

ReceptionHQ LLC is a Virtual Receptionist/telephone answering service for around 5,000 of our customers in the USA.

Each customer is given a unique telephone number/s that we provision from our carrier, Bandwidth.com, a well trusted provider who have their own mitigation strategies as well as their implementation of STIR/SHAKEN with other upstream carriers. All of our calls are signed by Bandwidth, refer to Bandwidth's policies to combat Robocalls, scam calls, toll fraud and more in the following url:

<https://support.bandwidth.com/hc/en-us/articles/360020104374-Bandwidth-s-policies-to-combat-robocalls-scam-calls-toll-fraud-SPAM-and-more>

Our answering service is purely an inbound call answering service, with any outbound activity only to call our customer, if they have elected to receive a call that we answer on their behalf. Our customers cannot make any outbound calls from their assigned telephone number, hence cannot initiate any Robocalls or other calls from their assigned telephone number/s. Our team of inhouse receptionists take all of the inbound calls terminating on the numbers we assign to our customers.

We maintain information for all of our customers including, Company name, WEB address, contact details, billing details, usage history, all CDR's and much more.

We carefully monitor each of our customer's usage patterns to determine if there is any suspicious activity and if so we do not hesitate to terminate the service. We actively cooperate with relevant authorities, such as law enforcement, in an effort to identify, stop and prevent the use of robocalls or any other suspicious activity.

Our software is fully developed inhouse by our team of Software Developers. We continually review our software to ensure that we eliminate unwanted calls such as Robocalls. We will continue to implement new robocall mitigation measures as they become available.

We therefore believe we are exempt from the requirements of §64.6301 as we partner with a trusted provider to implement STIR/SHAKEN in parts of its network as it is realistically able to so.