

April 23, 2024

HD Signal Robocall Mitigation Policy

We commit to respond to all traceback requests from the Commission, law enforcement, and the registered traceback consortium and cooperate with such entities in investigating and stopping any illegal robocallers that use our service to originate calls, within 24 hours

All the voice traffic that originates on our network is subject to the robocall mitigation program and is signed with Stir/Shaken. HD Signal has not been prohibited from filing a certification in the Robocall Mitigation Database. HD Signal does not have a history of enforcement actions for illegal robocalls, TCPA or TSR violations, or related state law violations.

Robocall Mitigation Techniques:

1. Know your customer.
2. Limiting outbound calls per extension and per customer
3. Reviewing traffic patterns weekly
4. Reviewing non-business hours calling patterns
5. Our underlying carriers also monitor traffic patterns and alert us to unusual traffic patterns.
6. We do not provide wholesale services and only provide services to customers we directly know, most of our customers are local and located within an hour distance of us.

HD Signal utilizes the mitigation technique of "Know Your Customer." HD Signal provides voice service mainly for small to medium-sized businesses. HD Signal screens all new customers requesting service:

Our customers are small to medium size businesses and we vet these customers.

We directly limit the number of concurrent calls that any user or organization can make.

We do not service large commercial customers or VoIP wholesale customers.

We don't allow modification of Outbound Caller ID by end users

We periodically monitor Outbound Callers of use/abuse of Caller IDs

We review automatic alerts for abnormal call patterns

We don't sell our services to Outbound "Sales Oriented" Callers/Call Center customers.

We do not allow any auto dialing services on our network

HD Signal will update this plan within 10 days of changes.