

Cinethesys Robocall Mitigation Policy

- All customers and the nature of their businesses are known to us before services commence.
- All services order involves a Cinethesys agent for processing and implementation.
- We respond to all traceback requests from the FCC, law enforcement, and our customers, and give our full cooperation in investigating and stopping any illegal robocallers that may exist within our network.
- Any customer who is found to engage in illegal robocalling will have their services noticed for termination.
- All calls which originate on our network are subject to the STIR/SHAKEN robocall mitigation program
- This policy will be reevaluated and updated periodically in order to ensure its continuing efficacy in preventing illegal robocalls.
- There is no process to autogenerate calls within our network. All calls are generated by a human being placing such a call using a human operated endpoint device, such as a deskphone.
- There are no voice switches or PBX devices on our network which are not set to fixed IP addresses, and with strong authentication requirements to prevent unauthorized access.
- We implement automatic bans on all suspicious-acting IP addresses.