

Ednetics Inc. Robocall Mitigation Plan

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Business Information

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Overview

Ednetics Inc. ("Ednetics") is a voice service provider serving State, Local Government, and Education (SLED) customers primarily in the Western United States. Ednetics is fully compliant with FCC STIR/SHAKEN call authentication requirements and has implemented a comprehensive robocall mitigation program designed to prevent illegal robocalls from originating on its network.

Ednetics is committed to preventing illegal robocalls, signing calls using STIR/SHAKEN protocols, responding to traceback requests within 24 hours, monitoring traffic patterns, and taking immediate mitigation action when suspicious activity is detected.

STIR/SHAKEN Implementation

Ednetics has fully implemented STIR/SHAKEN call authentication using its own STI certificate issued by an authorized STI Certification Authority. Ednetics utilizes ClearIP as its STI Authentication Service Provider to sign calls originating from its network.

Ednetics assigns attestation levels (A, B, or C) based on its direct relationship with customers and verification of telephone number authorization. This implementation enables downstream providers to verify caller identity and improves overall trust in calls originating from the Ednetics network.

Underlying Providers and Third-Party Vendors

Ednetics maintains upstream voice interconnections with Sinch Telecommunications (Inteliquent) and other authorized providers. Ednetics coordinates robocall mitigation efforts with these providers and ClearIP to ensure rapid response to suspected illegal activity.

Know Your Customer Procedures

Ednetics implements strict Know Your Customer (KYC) procedures. Customers are verified prior to service activation. Customer identities, telephone number authorization, and business legitimacy are validated. Concurrent call limits are enforced based on expected usage patterns to prevent robocalling activity.

Call Analytics and Robocall Mitigation

Ednetics utilizes ClearIP's robocall mitigation platform for real-time monitoring and analysis of call traffic. This platform provides fraud detection, anomaly detection, automated blocking, and alerting capabilities. Suspicious traffic is automatically restricted or blocked, and Ednetics personnel are notified for investigation.

Traceback Requests

Ednetics responds to traceback requests within 24 hours and cooperates fully with industry traceback organizations and regulatory authorities. If illegal robocalling activity is identified, Ednetics will immediately suspend or terminate the offending customer's service.

Ongoing Monitoring and Enforcement

Ednetics continuously monitors call detail records (CDRs) and network activity for suspicious traffic patterns including abnormal call volumes, short call durations, and sequential dialing patterns. Ednetics takes immediate action when illegal or suspicious activity is detected.