

Robocall Mitigation Plan

Know Your Customer

Next Wave Communications is directly engaged with each end user customer we work with. Each end user is interviewed for appropriate business use cases and is contractually obligated not to use our services for robocalling or outbound telemarketing services. Our end user customers are all US based.

Traceback

Next Wave Communications will actively cooperate with the traceback community and provide appropriate resources to respond promptly to traceback requests.

Stir/Shaken

We primarily provide a hosted PBX solution for our end user customers and resell voice services. This PBX directly connects with our upstream providers who all comply with Stir/Shaken. All traffic is analyzed and properly signed by our providers.

Robocall Mitigation

In addition to our 'Know Your Customer' efforts, the following procedures are in place:

- Calls are all logged and monitored for patterns and volume to detect or confirm potential malicious activity.
- End users are subject to rate limiting how many calls can be made at a time.
- All numbers and voice traffic pass through our upstream carriers (Bandwidth) which implements full Stir/Shaken as well as additional robocall mitigation strategies.
- Caller IDs are all verified to be owned by end user customer and are hosted in our upstream providers network and only those caller IDs can pass through to our upstream providers network and out to the general PSTN network.