

Robocall Mitigation Program Description

Company Name: New Paradigm Technologies

FCC Registration Number (FRN): 0031384753

Date: 3/20/2025

Overview

In compliance with the Federal Communications Commission (FCC) regulations, New Paradigm Technologies has implemented a comprehensive Robocall Mitigation Program to prevent unlawful robocalls from originating on our network. Our program is designed to detect, monitor, and mitigate the origination of illegal robocalls while ensuring compliance with the STIR/SHAKEN framework where applicable.

SIP Trunking Providers

We utilize **Vitelity** and **Telnyx** as our SIP trunk providers to facilitate our voice traffic. These providers support STIR/SHAKEN call authentication and adhere to FCC guidelines to prevent fraudulent call activities.

Robocall Mitigation Measures

Our program includes the following measures:

1. Traffic Monitoring & Analytics

- We actively monitor outbound call traffic for anomalous patterns indicative of robocalling behavior.
- Calls are analyzed for high-volume, short-duration patterns, unexpected caller ID usage, and other fraudulent indicators.

2. Caller ID Authentication

- We work with Vitelity and Telnyx to ensure outbound calls are signed with STIR/SHAKEN authentication where applicable.
- Calls that cannot be authenticated are subject to additional scrutiny before routing.

3. Know Your Customer (KYC) Policies

- All customers must undergo identity verification before accessing our voice services.
- We maintain strict onboarding procedures to prevent bad actors from using our services for illegal robocalls.

4. Blacklisting and Call Blocking

- We enforce real-time call blocking for known fraudulent numbers based on industry robocall databases and complaints.
- Numbers reported for spam or fraudulent activity are flagged and restricted from future use.

5. Cooperation with Enforcement Agencies

- We promptly respond to traceback requests from the Industry Traceback Group (ITG) and the FCC.
- We maintain records of call logs and reports to aid in investigations of fraudulent call activity.

6. Compliance with STIR/SHAKEN

- While our SIP trunk providers, Vitelity and Telnyx, handle STIR/SHAKEN authentication, we ensure that calls originate with the appropriate attestation levels.
- We review and enforce compliance with SHAKEN deployment policies to ensure call integrity.

7. End-User Protection & Reporting

- We provide tools and education for end users to identify and report suspected robocalls.
- Customers can request number blocking and reporting of unwanted calls.

Commitment to Compliance

New Paradigm Technologies is fully committed to adhering to FCC guidelines regarding robocall mitigation. We continuously improve our mitigation strategies, leveraging our partnerships with Vitelity and Telnyx to ensure a secure and trustworthy calling environment.

For any inquiries or concerns regarding our Robocall Mitigation Program, please contact:

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