

Overview

The FCC requires that all voice service providers (VSPs) certify that they have implemented a Robocall Mitigation Plan that details their efforts to prevent robocalls and cooperate with authorities should the need arise to trace calls.

This document outlines Corporate West's mitigation plan to be filed in the Robocall Mitigation Database.

This mitigation plan is submitted on behalf of Corporate West Computer Systems, Inc. a small VoIP provider headquartered in Campbell, CA.

As work to achieve full roll out of STIR/SHAKEN, this plan covers our interim mitigation strategies.

Terms of Service (TOS)

Corporate West's end users all have agreed to our terms of service, published on our website which explicitly prohibits automated dialing and large scale telemarketing. Also we prohibit sending false or misleading caller id and any other violations of relevant local, state, and national laws regarding telecom services.

Know Your Customer

Corporate West Computer Systems, Inc. is a small company that serves primarily small companies. Few if any our customers have enough call paths to generate a high volume of calls associated with robocalling. We have in-house monitoring and alerting to keep us apprised of unusual call volumes or activity in the event of compromised user credentials.

Corporate West's VoIP customers generally buy a myriad of other services from us to manage their corporate IT systems. As such we are quite familiar with the customer's business and calling needs and can easily sniff out entities that are only looking for throw away VoIP accounts.

Network Monitoring

Corporate West uses a combination of in house and 3rd party monitoring solutions the analyze traffic and flag call volumes and patterns indicative of illegal robocalling. We are working with our upstream providers to refine this capability and automatically block potentially bad traffic.

Tracing and Cooperation with Law Enforcement

Corporate West will actively cooperate with the traceback community including the FCC and law enforcement to investigate and stop illegal robocalls. Corporate West will dedicate adequate resources to ensure prompt and complete responses to traceback requests.