



THE WEB GROUP OF BRADENTON LLC DBA RED1

Robocall Mitigation Program Description

RED1 relies on the stir/shaken implementation with our upstream carrier, but we still employ multiple techniques to make sure to protect against spam calls and robocalling.

First and foremost, we vet all of our clients before signing them up with our PBX programs. We require to have an understanding of our clients business before offering service to them. No call centers, or large support organizations. We support small to medium business only. We also do not offer phone services as a standalone product, we are involved with our clients at some other level such as IT or network support.

We set rate limits on every PBX to avoid either intentional or mis-configuration over calling issues. Those rates are custom set per business based on their calling rate needs, but as a default is set at a 10 max session limit per PBX system.

We whitelist access to all SIP ports, and using built-in in features of our PBX systems, any IP that fails authentication multiple times(5) within a few minutes will be automatically blacklisted from that PBX.

We also block entire geographic areas from our systems to avoid any unnecessary traffic or attacks. Using built in features of our PBX systems, we also opt-in to participate in attack lists which downloads IP lists to our systems to block, and our system will return new Ips from attacks to the PBX solutions provider as well.

We commit to respond within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use our service to originate calls.

A personal note from the Chief Engineer:

We have dropped clients in the past that have changed their business model into robocalling and were not afraid to do this again to help protect the public against harm. Those calls annoy me personally, so anything I can do in the effort to help stop those we will do!