

Icon Communication Services
Robocall Mitigation Plan
Updated 04/16/2024.

Traceback

Icon Communication Services responds to traceback requests from the Commission, law enforcement, and the registered traceback consortium and cooperate with such entities in investigating and stopping any illegal robocalls that could attempt to take over our device registrations.

We Know Our Customers

We do not allow ANY form of robotic calling from our PBX, or any device/endpoint connected to our PBX. We follow the best practices described by the NANC Call Authentication Trust Anchor Working Group. <https://docs.fcc.gov/public/attachments/DOC-367133A1.pdf>) All endpoints are configured by our in-house technicians and fully authenticated by our PBX before allowing incoming or outgoing calls. We have implemented additional safeguards to ban/block endpoints with too many unsuccessful login attempts. We do not allow ANY form of automated or unauthorized calling from our system.

STIR/SHAKEN Extension

We are eligible for and are taking STIR/SHAKEN implementation extension received under 47 CFR 64.6304 because we have fewer than 100,000 voice subscriber lines. All the voice traffic that originates on our PBX is subject to the robocall mitigation program described above.

Robocall Mitigation Plan

1. Our SIP provider, Telnyx provides fraud detection services to prevent any illegal robocalls. This includes, but not limited to
 - a. Detection - Fraud mitigation team dedicated to identifying and analyzing potential robocall campaigns.
 - b. Prevention - Implemented a stringent screening process.
 - c. Mitigation - Once an unlawful robocall campaign is detected Telnyx takes several steps to stop all current and future unlawful calls. We have developed call blocking tools that prevent calls with specific unlawful ANI/'FROM' TN characteristics from traversing the Telnyx network.
2. Our SIP provider, Telnyx provides (A,B) attestations for all outgoing calls that originate from our network.
3. The Icon Robocall Mitigation Plan is a set of processes that are part of our standard practice. It incorporates on-boarding new customers and ensuring we know that customer. It incorporates telephone number management and ensuring customers are using only numbers that are purchased through companies like Telnyx. It includes investigation and traceback on reported abuse or illegal calling from our network.