

December 10, 2024

RE: FCC Robocall Mitigation Plan

Siteserver, Inc. provides VoIP services through several carriers and implements strict controls to prevent RoboCalls on our network. Our abuse team can be reached at 805.578.2000 or via email at abuse@siteserver.com

STIR/SHAKEN Implementation

STIR/SHAKEN is fully implemented by all of our upstream carriers

STIR/SHAKEN is implemented for 80% of the VoIP traffic on our network with the remaining traffic migrating by Q2-2025.

Automated CDR Analysis

Customer CDR software analyzes in real time our outbound calls and looks for patterns that match those of RoboCalls including calls per minute and repeated calls to numbers not in service. Tickets are automatically opened that allow further investigation by our support team.

Trackback Requests

Siteserver, Inc. fully cooperates with requests from law enforcement and other agencies to trace the origin of illegal robocalls. We're equally interested in removing any bad actors from our network.

Customer Screening

We meet with and screen all customers that utilize our VoIP service and immediately terminate any customers that violate our Acceptable Use Policy which forbids all types of automated calling on our network.

Mark McDonald
CEO, Siteserver, Inc.