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Robocall Mitigation Plan

Know Your Customer

Groove Technology Solutions follows best practices for vetting caller identity described by the NANC Call Authentication Trust Anchor Working Group, including but not limited to subscriber vetting and outgoing caller identity validation. (<https://docs.fcc.gov/public/attachments/DOC-367133A1.pdf>)

Traceback

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

STIR/SHAKEN Extensions

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 network is subject to the robocall mitigation program described below.

Robocall Mitigation Program

Our software monitors our outbound voice traffic in real time to prevent the origination of illegal robocalls. The software provides detailed reporting identifying suspected illegal robocalls and alerts us if we originate any calls where the calling number is invalid, unallocated, on a Do Not Originate list or is in the FCC consumer complaint database. We immediately investigate any identified calls to determine if the caller was attempting to originate unlawful robocalls. If we determine that the caller was attempting to originate unlawful robocalls, then we either warn them to stop or terminate their service as appropriate.