

Robocall Mitigation Program Description

Company Name: YourOfficeAlly

FCC Registration Number (FRN): [REDACTED]

Principals: [REDACTED]

Affiliates/Subsidiaries: None

1. Type of Service Provided:

We operate a VoIP system using [REDACTED] as our PBX and [REDACTED].com as our SIP trunk provider. Our [REDACTED] system connects to [REDACTED] SIP trunks to originate and terminate calls. We rely on [REDACTED] for the necessary infrastructure to authenticate and sign calls using the STIR/SHAKEN framework.

2. Robocall Mitigation Practices:

- **Traffic Monitoring and Analysis:**
We monitor our outbound traffic to identify any irregularities that may indicate illegal robocall activity. Since our VoIP server ([REDACTED]) interfaces with [REDACTED] SIP trunks, we ensure that call volumes and patterns are regularly reviewed to prevent misuse.
 - **Caller ID Management:**
We configure our [REDACTED] PBX to ensure that all outbound calls display accurate and valid caller ID information. Caller ID is set to reflect the appropriate identity for the business and follows [REDACTED] SIP trunk requirements for transparency.
 - **Customer Vetting (Internal Use):**
Since we do not offer voice services to third-party customers, this section does not apply. Our internal usage is monitored to ensure compliance with robocall regulations.
 - **[REDACTED] Non-IP Traffic Handling:**
As we only use an IP-based VoIP system, non-IP traffic does not apply to our setup.
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3. Robocall Blocking and Call Labeling:

- **Blocking:**
We rely on [REDACTED] for the detection and blocking of illegal robocalls. [REDACTED] system automatically blocks calls from invalid, unallocated, or spoofed numbers. Our [REDACTED] PBX system has features in place to block known spam or blacklisted numbers.
- **Labeling:**
As an end-user system, we do not engage in call labeling. However, we trust [REDACTED]

labeling systems, where applicable, to assist in call authentication and spam identification.

4. Customer Notification and Education:

Since we are an internal user of the VoIP system, we do not serve third-party customers. However, we maintain awareness of illegal robocall risks through regular training for employees using the phone system.

5. Complaint Handling Procedures:

If any reports of illegal robocalls are received, we investigate the origin of the calls through our [REDACTED] PBX logs. If we detect any misuse, we will take immediate corrective action to resolve the issue and ensure that our outbound traffic complies with FCC regulations.

6. Compliance and Monitoring:

We conduct regular reviews of call logs and patterns through our [REDACTED] system to ensure compliance with the FCC's robocall mitigation rules. Our reliance on [REDACTED].com for STIR/SHAKEN compliance ensures that outbound calls are properly authenticated and monitored.

7. Points of Contact:

Name: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Additional Information:

- [REDACTED].com is responsible for STIR/SHAKEN compliance and the authentication of our outbound calls. We trust their infrastructure to handle the technical aspects of robocall prevention.
- Our internal [REDACTED] system is configured to adhere to best practices, ensuring that no illegal robocalls originate from our network.

Document Confidentiality:

We request that portions of this filing, specifically relating to internal monitoring processes and traffic analysis, be kept confidential, as they contain proprietary operational details. A separate confidentiality request has been filed with the **Electronic Comment Filing System (ECFS)**.