

Traffic Monitoring:

We are a boutique provider in the greater Los Angeles area. As such, any traffic anomalies on our network are **quickly** detected. We “know our customers” and screen them very stringently. We do not allow high-volume clients, not even call centers. We only service residential, corporate and enterprise clients. We manage ALL PBX systems which carry traffic on our network - NO PBX systems are managed by end-users.

CPS, ASR & ACD rates are amongst the many criteria we monitor on a continuous basis. We also analyze CDRs and live calls to detect aberrations. Our monitoring is able to detect sequential dialing patterns, excessive short duration calls or calls to invalid numbers. We investigate suspicious traffic immediately, if our automated process detects any anomalies.

Action:

If these calls are identified, we implement the following procedures:

1. Immediately notify client of the offending traffic and open a ticket to track the issue.
2. Block the offending traffic by number, IP address or trunk group until we receive confirmation from our client that traffic has been permanently removed from their network.
3. Implement close monitoring of the trunk for the next (72) hours to confirm that the traffic has indeed been successfully removed.

Policies:

AUP's are clearly defined in our terms & conditions. Clients agree to our terms which state, “we do not accept fraudulent, scam, short duration or zero duration calls.” We allow a maximum of (5) CPS to discourage dialer traffic. Clients must originate calls using ANI's which they own & said ANI's must conform to the LERG. Additionally, only ANI's which have been pre-configured on our network, are allowed to utilize the network for call termination. We respond to all traceback requests from the Commission, law enforcement, and the registered traceback consortium within 24-hours. We cooperate with such entities in investigating and stopping any illegal robocallers that use our network to originate calls.