

Robocall Mitigation Policy



1. Company's Role in the Call Chain

Our company operates as a value-added reseller of VOIP services. As a reseller, we engage directly with end-users and provide extensive support, including IT and usage monitoring services. This hands-on approach ensures effective implementation and oversight of communications technologies, including adherence to STIR/SHAKEN protocols.

2. Certification Eligibility Statement

We affirm that our company has not been prohibited from filing a certification in the Robocall Mitigation Database. We are in full compliance with the requirements for participation in the Robocall Mitigation Database and actively maintain our eligibility status.

3. Compliance History Statement

Our company maintains a clean compliance record with no history of enforcement actions for illegal robocalls, nor have we violated the Telephone Consumer Protection Act (TCPA), the Telemarketing Sales Rule (TSR), or any related state laws concerning telecommunications practices.

4. Knowing Our Customer

As a small-scale VOIP provider that also furnishes IT support services, we maintain close relationships with all our customers. This dual role allows us to thoroughly understand and monitor our customers' activities, ensuring that their usage complies with legal standards and does not facilitate or promote unlawful robocall practices.

5. Knowing Our Upstream Provider

We source our VOIP services from Bandwidth, a highly reputable and one of the largest service providers in the nation. Our longstanding business relationship with Bandwidth supports our commitment to reliability and compliance with regulatory standards.

6. Traceback Cooperation Commitment

We commit to responding to any traceback requests within 24 hours. Our team is prepared to cooperate fully with investigators and other stakeholders to trace and address any issues related to suspicious calling patterns or potential abuses of our services.

7. Robocall Mitigation Program Description

Our current Robocall Mitigation Program includes several key strategies:

- Customer Verification: Each customer is rigorously verified before service provision. This process includes identity verification and clarification of the intended use of our services.
- Traffic Monitoring: We continuously monitor call traffic for patterns typical of robocalling and take immediate action to investigate and mitigate unauthorized use.
- STIR/SHAKEN Compliance: We ensure that all calls made through our networks comply with STIR/SHAKEN standards to authenticate caller information accurately.
- Educational Outreach: We educate our customers about the importance of compliance with robocall regulations and the impact of abuse on their business operations.
- Regulatory Compliance Review: Regular reviews of regulatory changes and compliance requirements are conducted to ensure our practices remain current and effective.

This Robocall Mitigation Policy reflects our unwavering commitment to uphold the highest standards of telecommunications service provision and to combat the proliferation of illegal robocalls actively.