

Robocall Mitigation Framework



The following policies apply to onQu LLC (herein “onQu”) and any customers of onQu wishing to use or access onQu’s telecommunications platform.

Know Your Customer

onQu follows best practices to vet the identity of customers, including the requirement to submit government-issued identification during the customer onboarding process.

Contractual Obligations

Customers must agree to and comply with terms of service requiring their compliance with all appropriate industry regulations, the breach of which will lead to account suspension.

Outbound Caller ID

onQu’s soft switches are configured such that customers are only able to originate outbound calls using the outbound Caller ID of a telephone number they own, and which was registered through the onQu platform. Any other outbound call setup attempts are automatically blocked.

Outbound calls are signed by onQu’s downstream telecoms partner(s) and sent in compliance with STIR/SHAKEN.

Monitoring

Call data records are automatically monitored to detect suspicious, abusive, or non-compliant usage patterns, discovery of which will lead to account suspension.

Investigations and Tracebacks

onQu cooperates fully with investigative authorities, industry traceback groups, the FCC and the official consortium designated to lead private traceback efforts.

Account Suspensions

In the event of a customer account being suspended for any reasons documented herein, the customer shall be required to show documentary evidence of appropriate remediation steps before account access can be restored.