

Robocall Mitigation Plan

Business Information

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Overview

The Federal Communications Commission (FCC) requires voice service providers to certify compliance with robocall mitigation obligations by filing a Robocall Mitigation Plan (RMP) in the FCC Robocall Mitigation Database. This plan documents the steps Rhinogram, Inc. has taken to prevent the origination of illegal robocalls and to cooperate with traceback and enforcement efforts.

Purpose

Rhinogram, Inc. is a healthcare-focused communications platform providing secure voice and SMS Texting services to medical, dental, orthodontic, and academic healthcare organizations. Rhinogram is committed to preventing illegal robocalls and ensuring its network is not used for unlawful or abusive calling practices.

Know Your Customer

Rhinogram maintains robust customer onboarding and identity verification procedures. All customers must authenticate business identity, authorized users, and intended use prior to call origination. Ongoing monitoring ensures accounts are used solely for legitimate healthcare communications.

Know Your Upstream Provider

Rhinogram utilizes an underlying carrier partner to provision telephone numbers and originate outbound voice traffic to the public switched telephone network (PSTN). Rhinogram maintains appropriate due diligence and contractual controls with its upstream provider to address and mitigate suspicious traffic.

Acceptable Use Policy

All customers must agree to Rhinogram's Acceptable Use Policy, which prohibits illegal robocalling, caller ID spoofing, deceptive practices, and violations of TCPA, FCC, and applicable healthcare regulations. Violations may result in suspension or termination of service.

Telephone Number Authorization

Telephone numbers are provisioned through Rhinogram's underlying carrier partner and assigned to customers by Rhinogram. Rhinogram maintains control over number authorization and restricts call origination to authenticated users and approved use cases.

Traffic Monitoring and Investigation

Rhinogram monitors call activity for abnormal or suspicious patterns. When potential misuse is identified, Rhinogram investigates account activity, validates call authorization, and engages the customer as necessary. Confirmed violations result in corrective action, including suspension or termination.

Traceback Cooperation

Rhinogram cooperates fully with traceback requests from the FCC, law enforcement, and the Industry Traceback Group. Rhinogram commits to responding to traceback requests within 24 hours.

Blocking and Enforcement

Rhinogram maintains the ability to block or suspend call origination when illegal or abusive activity is identified. Rhinogram will implement Do Not Originate requests when administratively feasible.

Regulatory Actions

Rhinogram is not currently subject to any regulatory or enforcement actions related to illegal robocalling.

Plan Updates

Rhinogram will review and update this Robocall Mitigation Plan as necessary to reflect regulatory changes and evolving best practices. Material updates will be filed with the FCC Robocall Mitigation Database within ten (10) days.