

Robocall Mitigation Program Description

Company Name: Filter Network Solutions

FCC Registration Number (if applicable): 003269450

Date: 2/1/2024

Business Overview

Filter Network Solutions is a managed service provider (MSP) specializing in network services. We provide voice services exclusively to existing business clients as part of our broader service offerings. All voice services operate on IP-based networks within controlled AWS environments. We resell 3CX software and utilize SIP trunks provided by Bandwidth.com.

STIR/SHAKEN Implementation

Our upstream SIP provider, Bandwidth.com, fully implements the STIR/SHAKEN framework for all calls. As a reseller, we rely on Bandwidth.com to handle call authentication and compliance with the STIR/SHAKEN standards.

Robocall Mitigation Practices

To ensure compliance with FCC regulations and to prevent illegal robocall activity, we follow these practices:

1. Call Blocking:

- Robocalling is blocked within the 3CX software, which includes automated tools to detect and prevent suspicious or malicious calling activity.

2. Controlled Access:

- Clients are restricted to specific IP addresses within AWS environments to ensure secure and controlled access to our services.

3. Client Eligibility:

- Voice services are only provided to existing, verified business clients with whom we have an established relationship.

4. Traffic Monitoring and Limitation:

- We limit traffic volumes for each client on a monthly basis, ensuring responsible usage and preventing network abuse.
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Compliance Monitoring and Review

- We conduct an annual review of our robocall mitigation practices to maintain compliance with FCC requirements.
 - Any flagged or suspicious activity is promptly investigated, with corrective measures taken as needed, including client notifications or service restrictions.
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Client Verification Process

- We work exclusively with verified, locally known businesses.
 - All clients undergo a thorough vetting process and sign contracts that include provisions prohibiting illegal robocall activity.
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Complaint and Inquiry Response

Filter Network Solutions designates a specific point of contact to address complaints or inquiries regarding potential illegal robocalls originating from our network. We respond to such concerns promptly and take necessary action to address issues.

Commitment to Compliance

Filter Network Solutions remains committed to supporting the FCC's efforts to combat illegal robocalls. By leveraging the STIR/SHAKEN framework through Bandwidth.com and implementing robust internal controls, we ensure that our voice services are used responsibly and remain compliant with regulatory requirements.