

Robocall Mitigation Program

ResTech Services has taken the following steps to ensure Robocalls cannot originate from our network:

--ResTech Services provides VoIP to end user devices that are exclusively configured and managed by ResTech Services, and have implemented STIR/SHAKEN authentication framework for its gateways that originate and terminate SIP calls.

--We do not provide SIP Trunks to third parties or to other service providers, so all the calls originating on our network come from customers that have a direct customer relationship with ResTech Services. We do not sell to call centers.

--We do not originate calls from IP space outside of our own directly controlled network unless customers have dedicated static IP addresses that we have configured our firewalls to allow SIP traffic to originate from.

--With respect to our upstream connectivity, we rely on Lumen to block other upstream providers as required by §64.1200(n)(3)

--By only accepting calls from devices we manage, we know the physical location for any residence that uses our service, or if a business, we can visually confirm that it is a legitimate business engaged in the area of commerce they claimed to be operating in. Moreover, the end user equipment cannot easily be moved to a different location without our involvement due to being limited to our own network or by static IP address assignment.

--We run daily reports to identify call volume by originating DID sorted by volume so we can identify any unusual call volumes.