

Robocall Mitigation Plan

Traceback

Acero Networks is committed to cooperating with the Commission, law enforcement, and the industry traceback consortium in providing any relevant, reasonable, and legitimate records request for call detail history to which we have access.

STIR/SHAKEN

We are actively working towards implementation of STIR/SHAKEN. However, we're running less than 100,000 subscriber lines at this time which allows us the FCC granted extension until June 30, 2023 which we're actively implementing.

Know Your Customer

Acero requires a signed Service Agreement with all customers that is completed after following our proven process to ensure that both parties are the right fit. During this process we meet with the client to ensure we're on the same page regarding use of services for legitimate purposes, and to understand their overall needs.

Acero is not a reseller of services to other providers.

Robocall Mitigation

If we should become aware that our platform has been utilized in any way to originate illegal calls, Acero shall immediately take all necessary technical steps to discontinue service to the originator of the calling activity.

We do not allow for unlimited concurrent calls capping clients to a preset amount that has been sized according to business needs at the time of installation.

Alerting is also enabled for all systems attempting to call a country that is set as blocked.

Unauthenticated communications are not allowed in our environments and require authenticated sessions to ensure a call can be successfully completed.