

We are very small service provider having only few thousand ports which is approx. 1000. We are working with direct users not reselling our services and have agreement with them not to generate robo calls as we are the same team who handle their dialer servers as well. So, we monitor them with our QA team.

We are working since last two years but don't have any robo calls from our platform. We further, have an agreement with our clients to curb this robo calls.

We are also committing to respond to requests from the Industry Traceback Group to trace suspect calls for mitigation efforts; and must cooperate in investigating and stopping any illegal robocallers (meaning that the we block calls or callers that are believed to be illegal).

What practices we do:

1) Whenever new customer get on board we physically visits their office and understand their calling/Campaign requirements. Mostly we have customers from the industries belonging to software houses, Web designing, Application development, Yellow pages, Back Offices of companies, Tax Lawyers back offices etc.

Our main dialing in USA is conversational traffic.

2) If it is small call center do not provide calling service to them on their in house servers. We host their call center on our servers for calling so we can monitor their traffic and our team randomly listen their recordings to understand what they are doing until we have trust on them.

3) If we get any luscious activity we immediately terminate their services, in past 3 years we only encountered one such suspicious client.

4) We also block some caller ID's on our switch to curb luscious spoofing calls.

5) One more important thing since, the start of our services we never work on robo calls campaigns.