



QContact Robocall Mitigation Program

Version 2024.03 – FCC FRN 0034208553

QContact is an interconnected VoIP provider offering an omnichannel contact center solution to enterprises. Our customers are exclusively business customers - we do not offer our service to consumers or other telephone carriers. Our customers use our service through an internet connection provided by their own internet service company.

Know Your Customer

Each QContact customer must provide a physical address, business registration, legal company name, and contact information for at least one director or owner of the business. The business must also have a website, domain and e-mail address dedicated to the business. Payment must be made via bank transfer or credit card. The customer must have a legitimate reason to require US telephony service before any service is provisioned.

We do not accept under any circumstances any form of automated dialling or robocalls when providing US telephony service to our customers.

Rate Limits

By default all customers are limited to a single simultaneous outbound call for each licensed user. Rate limits are set on a customer-by-customer basis, which include setting limits on the maximum number of overall calls in progress as well as the maximum number of calls per second in line with the number of licensed end-users. Our typical customers are inbound customer care teams, so the limits are typically set very low given it is unlikely they will be making more than a few outbound calls per minute.

Caller-ID

Customers can bring their own telephony service into the platform or they can use our own telephony service. When using QContact's telephony service, QContact uses our choice of upstream carriers who ensure 100% of calls are attested on STIR/SHAKEN using numbers owned and operated by those specific carriers. QContact itself does not have direct access to numbering resources - all our telephony service is provided via wholesale upstream carriers.

Customers can also use their own alternative telephony service and provide QContact with the relevant VoIP server details of their chosen carrier. In this instance, QContact is not the customer's telephony service provider and has no involvement in the providing of US telephony service.

Monitoring

QContact monitors our telephone traffic in real-time including items such as call attempts, failures, average seize rate, average call duration, and percentage of short (under 60 second) calls. We do not accept any automated dialling through our telephony service, and should any of these measures indicate the service is being used for these purposes, the customer's traffic will be immediately suspended while we investigate and liaise with the customer.

Repeated issues with a customer may subsequently result in the permanent suspension of the telephony service.

Traceback

QContact responds promptly to all traceback requests. Any traceback results in an immediate detailed analysis of the traffic being received from the customer over the past 30 days, together with engagement with the customer to understand their usage profile. If we do not receive satisfactory responses from the customer within 72 hours, their service may be temporarily or permanently suspended. When a customer has three or more tracebacks in any 90 day period, and where they fail to show their usage falls in line with both our policies and the law, their service is permanently suspended.