

Trivoni Software Limited Trading as MaxContact is committed to ensuring that its contact centre solution is not used for illegal robocalls on their network. Configuration of the system is done to ensure that all calls initiated from the solution are carried over Internet Protocol (IP) Networks and can only be sent via our compliant telephony partner Bandwidth. Bandwidth ensure that any calls sent over their network the calls are being signed and sent in compliance with STIR/SHAKEN. All Caller ID's are purchased via Bandwidth to ensure that customers are not trying to present any other Caller ID's.

Functionality has been added into the solution to ensure that any outbound campaigns can only be configured with a Caller ID presented, any calls which a customer tries to place via non registered Caller ID's which aren't provided by Bandwidth will be blocked and not sent to the carrier. All of these types of calls are given a specific cause value and a ticket within our internal ticketing system will be created so we can identify in real time any customer who is trying to present an unregistered caller ID. This then alerts Senior Management Team who will investigate whether this is a training issue or a compliance problem. Any compliance problems the customer will be contacted and may have their system access suspended.

We are committed to responding within 24 hours of any traceback requests from the commission, law enforcement and the industry traceback consortium and will cooperate with such entities in investigating and stopping any illegal robocallers that use our service to carry or process calls.

For further information please contact Richard Coward, Enterprise & Strategic Partnership Director on Richard.Coward@MaxContact.com or +44 7919 566 942