

Robocall Mitigation Program Compliance

STIR/SHAKEN Extensions:

Meta-Lynk LLC is a small Managed IT Services provider and Managed VOIP (Voice and SMS) provider serving less than 20,000 subscriber lines and therefore are eligible for and are taking Partial STIR/SHAKEN implementation extension received under 47 CFR § 64.6304. However, we are STIR SHAKEN Compliant and pass our own Tokens for the direct clients who are originate traffic.

Some of the voice traffic our clients (Resellers) originate on our voice network is authenticated with STIR/SHAKEN. The remainder that originates on our network is subject to the Robocall mitigation program described herein.

Robocall Mitigation Program – Our software (VOIP Switch) does provide reporting to help identify suspected illegal Robocalls and alerts us if we receive any calls where the calling number is invalid, unallocated, if we miss our vendor partners help us for the same. We immediately investigate to identify such calls if the caller is attempting to originate unlawful Robocalls. The Customer is issued a notice to stop such actions or we terminate their service as appropriate.

Traceback – We are committed to respond to all tracebacks requests from the ITG, law enforcement and the registered traceback consortium within 24 hours and cooperate with such entities in investigating and stopping any illegal Robocalls that use our service to originate (send) calls.

Knowing our customer – Before bringing customers onboard for service, KYC is duly filled and signed by customer, vetting the customer to determine if they will resell the route and send high call volumes, such as a call center, however at this time we currently do not serve any such customer(s) directly.