



Robocall Mitigation Plan

EnTelegent Solutions, Inc. (EnTelegent), is a Service Provider that provides service to customers by reselling services from Incumbent Local Exchange Companies (ILECs) and Competitive Local Exchange Companies (CLECs). EnTelegent lacks control over the network infrastructure necessary to implement STIR/SHAKEN.

Know Your Customer

EnTelegent is proud to have a close relationship with each of its customers, including understanding their needs and use for voice services.

New Customers

All new customers go through a verification process. Business and Enterprise Customers are processed using a thorough business identity check. Additionally, EnTelegent seeks to understand each customer's use for all telecommunications services. EnTelegent verifies customer information during the installation process for both Caller ID and CNAM.

Existing Customers

EnTelegent requires signed updates on all renewals and additions by an authorized account holder to submit orders.

New and existing customers will receive informational material regarding Robocalls and legal ramifications associated with infractions.

Traceback

As a reseller that lacks control over the network infrastructure, EnTelegent relies on the underlying ILECs and CLECs to complete traceback requests for the Commission, law enforcement, carriers, and communication associations. EnTelegent will cooperate fully and in a timely manner should one of its customers be subject to a traceback request.

Robocall Mitigation Plan Details

EnTelegent lacks control over the network infrastructure because it is a reseller. All resold lines can only dial out as the number designated to that specific voice line. Each line can only place one call at a time. VoIP lines have limited amounts of registrations.

EnTelegent reserves the right to terminate service in the event of infringements on the Terms of Service including use of service to originate robocalls.