

Robocall Mitigation Program Description

1. Illegal robocalls:

All our clients are legally registered businesses, and we check against public records with EIN. A detailed report can be pulled at any time of all outgoing calls, point of origin including WAN IP.

2. the specific reasonable steps the provider has taken to avoid originating, carrying, or processing illegal robocall traffic as part of its robocall mitigation program

Other than STIR/SHAKEN Caller ID Authentication Framework and monitoring phone calls volume and usage, all our clients are legal registered companies, our contracts do not allow marketing calls to be made from our network.

3. how it complies with its obligation to know its customers and/or upstream providers, as applicable,

Immediately after a warning of unusual activity has been detected, we will reach out to the client to investigate the reason for the high-volume calls, if the client does not know or does not answer, the service is immediately suspended, and an investigation takes place. It could be hacking on the clients end or misuse of the services by the client themselves.

If misuse by the client, services are terminated and the originating number and client company reported.

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