

OnSolve STIR/SHAKEN

OnSolve understands the need to manage spam traffic. To assist with this, OnSolve requires customer to sign an “Acceptable Usage Policy”.

OnSolve provides a multimodal Alerting Software-as-a-Service Mass Communication platform enabling our clients to perform their obligations of Duty of Care to send critical notifications, communicating information quickly and accurately to their employees, clients, stakeholders, contractors, students and subscribers. Clients use the SaaS Service to share important information related to internal business activity, critical business events, business continuity events, employee and public safety awareness and disaster recovery for IT outages. All clients that subscribe to the Service are required to execute terms of use which strictly prohibits use of platform to engage or facilitate any unethical, deceptive or misleading practices in connection with the use of the Service with any telemarketing, solicitations, donations, sales, spamming or any unsolicited messages (commercial or otherwise) and honor opt-out of receiving alerts.

Examples of some messages OnSolve’s clients send include:

- COVID-19 message to keep citizens, employees, students, and organization members informed
- Operational alerts regarding infrastructure disruptions, office closures, return to work, etc.
- Search and Rescue coordination alerts
- Weather alerts such Tornado and Hurricane warnings
- School delay / closing alerts, absentee notices
- Critical safety Alerts such as Active shooter
- WIC (Women, Infant, and Children) social programs information updates and appointment reminders
- Blood glucose and insulin level monitoring alerts
- Geo-fence based situational awareness notifications for first-responders

If a client sends an improper message not within the OnSolve Acceptable Usage Policy, the account is subject to cancel.

OnSolve is not a CLEC and therefore cannot obtain a STIR/SHAKEN token and thus cannot sign voice call. OnSolve uses long distance voice carriers and has worked with these carriers to ensure that all voice calls are attested and signed.

Most OnSolve customers use OnSolve owned phone numbers as the caller ID number.