

1. Network Description

Our PBX does not have any public-facing access. It operates behind a firewall and is only reachable through a secure VPN. Only authorized internal extensions can place calls to the PSTN, and outbound traffic is routed exclusively through trusted SIP trunks.

2. Call Origination Practices

We do not use auto-dialers, predictive dialers, or any process that auto-generates calls. All calls are manually initiated by end users.

3. Robocall Mitigation Steps

- Outbound traffic is limited to authenticated extensions.
- Access to the PBX requires VPN connectivity with user-level authentication.
- Firewalls and ACLs block unauthorized SIP attempts.
- We actively monitor logs for unusual calling patterns or spikes in call volume.
- We take immediate action to investigate and shut down any suspicious activity.

4. Compliance & Traceback Cooperation

We commit to responding fully and within 24 hours to traceback requests from the FCC, law enforcement, or the Industry Traceback Group (ITG). We will cooperate with industry and government entities to investigate and stop any illegal robocall traffic if identified.

5. Contact Information

Ronald Hernandez

ronaldhr@gmail.com