

As a reseller of VoIP telecommunications services, our company is dedicated to maintaining the integrity of voice communications and protecting consumers from unwanted robocalls and spam calls. We achieve this through our partnership with reputable upstream providers who implement robust robocall mitigation measures, including technologies like STIR/SHAKEN.

Key Components:

1. **Partner Collaboration:** We collaborate closely with our upstream providers, who are responsible for implementing call authentication mechanisms such as STIR/SHAKEN. By partnering with industry-leading providers, we ensure that our customers benefit from the most effective robocall mitigation technologies available.
2. **Compliance Assurance:** Our robocall mitigation program is designed to ensure compliance with all relevant regulations and guidelines set forth by regulatory bodies such as the Federal Communications Commission (FCC) in the United States and the Information Commissioner's Office (ICO) in the United Kingdom. We verify that our upstream providers adhere to these requirements and maintain transparency with our customers regarding compliance efforts.
3. **Customer Support and Education:** We provide comprehensive customer support and education to help our customers understand the risks associated with robocalls and empower them to take proactive measures to protect themselves. This includes raising awareness about common robocall scams, providing guidance on call blocking features, and offering assistance with reporting suspicious calls.
4. **Continuous Evaluation:** We continuously evaluate the effectiveness of our robocall mitigation program and the performance of our upstream providers. Through ongoing monitoring and analysis, we identify areas for improvement and work collaboratively with our partners to implement enhancements that enhance the reliability and security of our services.

Conclusion: Our robocall mitigation program reflects our commitment to protecting our customers from unwanted communications and maintaining compliance with regulatory requirements. By partnering with reputable upstream providers, providing comprehensive customer support and education, and continuously evaluating and enhancing our efforts, we strive to deliver a positive calling experience while upholding the highest standards of integrity and security.