

WFP Robocall Mitigation Program Description

Overview

Workflow Products, LLC ("WFP") is an interconnected VoIP provider offering onsite PBX and SIP trunking to small to medium size businesses. Our customers are exclusively business end-users; we do not offer services to other telephone service providers or individuals. Our customers interconnect with us over the public internet using their own broadband service.

Know Your Customer

Each WFP customer must provide a physical business address, business registration, and name and contact information for at least one responsible individual. The business must have a web presence and contact email must be a domain dedicated to the business. The business must be registered in a US state or territory. Payment must be via credit card or US bank transfer. We cross-check and verify all these items and refuse to serve customers that are in any way suspicious. We do not serve foreign customers. We do not serve call centers.

Know Your Upstream

WFP uses Skyetel as our upstream provider. All telephone numbers are registered with Skyetel. Skyetel signs all outbound calls with a complete STIR/SHAKEN implementation.

Rate Limits

All callers are limited in the number of outbound calls they can initiate per minute and the number of concurrent calls allowed. These limits are set on a customer-by-customer basis based on conversational calling expectations given their business profile. A medium-sized business with 50 employees would be allowed 20 simultaneous calls and would be able to initiate 10 calls per minute.

Caller-ID

We provide our customers with their telephone numbers (DIDs); customers can port their numbers to WFP if they choose. All outbound calls must use a Caller-ID from that customer's pool of numbers assigned by us.

CDR Monitoring

WFP assesses each customer's traffic on a quarterly basis. We examine a set of metrics (number of call attempts, answer seizure ratio, average call duration, fraction of calls shorter than 60 seconds), looking for: (a) signs of automated dialing; (b) significant change from that customer's historic usage. Any anomalies result in immediate engagement with the customer to obtain a thorough, definitive explanation. If not resolved within 7 business days, the customer's service is suspended.

Traceback

WFP responds promptly to all traceback requests. Any traceback results in an immediate detailed analysis of the initiating customer's CDRs for the past 30 days, followed by engagement with the customer to explain anomalies in the CDRs as well as the specific traceback example. If we do not receive satisfactory explanation within 72 hours, the customer is suspended. A customer that is the subject of three tracebacks in 90 days is permanently banned from our platform, unless the traceback examples are shown with certainty to be legal and compliant.