

FCC Robocall Mitigation Requirements

Introduction

This document outlines the measures and policies in place to comply with the Federal Communications Commission (FCC) robocall mitigation requirements. Our commitment to preventing and mitigating robocalls ensures that we uphold the integrity of our services and protect consumers from unsolicited automated calls. Additionally, we are fully compliant with the STIR/SHAKEN framework, which authenticates caller ID information to combat spoofed calls and further mitigate robocall issues.

Terms of Use

Prohibition of Robocalls

Customers are strictly prohibited from making robocalls. Engaging in such activities constitutes a breach of our terms of use.

Concurrent Call Limits

Call Limiting Policies

To further prevent the misuse of our services for robocalling, we have the following concurrent call limits:

- **Per Server:** Each server has a maximum number of concurrent calls it allows.
- **Per Customer:** Each customer account is limited to a maximum number of concurrent calls.
- **Per Phone Number:** Individual phone numbers have a cap on the number of concurrent calls they can make.
- **Per Extension:** Extensions are also limited in terms of the number of concurrent calls they can initiate.

These limits are enforced to prevent large-scale robocall operations and to maintain service quality for all users.

Review of Concurrent and Peak Calls

We actively monitor concurrent and peak call volumes. This includes regular reviews to identify unusual patterns that may indicate the use of robocalls. Any suspicious activity triggers an investigation to ensure compliance with our terms and FCC regulations.

Call Blocking Mechanisms

Blocking Outbound Calls

We have mechanisms in place to block outbound calls when necessary. If our monitoring systems detect patterns consistent with robocalling, we can immediately block outbound calls from the identified sources. This proactive measure helps to mitigate potential harm and maintain compliance with FCC guidelines.

FCC Inquiries

Timely Response to Inquiries

In the event of an inquiry from the FCC regarding potential robocalls, we are committed to responding in a timely fashion. Our team is prepared to provide all necessary information and to cooperate with FCC investigations.

Conclusion

Our comprehensive robocall mitigation strategies are designed to protect consumers, uphold regulatory standards, and ensure the responsible use of our services. By adhering to these policies, we contribute to the broader effort of reducing the prevalence of robocalls and enhancing the trust and reliability of telecommunications.

For further information or inquiries regarding our robocall mitigation policies, please contact our team.