

Wave Solutions Robocall Mitigation Program

This Robocall Mitigation Program document describes Wave Solutions robocall mitigation program and traceback measures.

Business Description

Wave Solutions is a reseller of voice services. Wave Solutions does not have access to the underlying carrier network of our reselling provider to implement STIR/SHAKEN. Wave Solution's voice provider and their underlying carriers which are Sinch, Skyetel, and others are STIR/SHAKEN compliant, however.

VSP Robocall Mitigation Certification

Pursuant to 47 CFR § 64.6305, Wave Solutions certifies that it has not implemented the STIR/SHAKEN authentication framework and that calls that originate on its network are subject to the robocall mitigation program detailed below. As an enhanced network services company, Wave Solutions integrates with the public switched telephone network via major voice carriers who are STIR/SHAKEN compliant.

Robocall Mitigation Program

Wave Solution's voice services provider implements measures to avoid originating, carrying, or processing illegal robocall traffic. Wave Solutions also commits to respond fully and in a timely manner to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to originate calls. These measures include Know Your Customer practices, Know Your Upstream Provider practices, technical robocall mitigation controls, contractual controls, and traceback protocol.

Know Your Customer

Wave Solutions is a small reseller and knows every voice service customer personally. Wave Solutions only provides voice services to existing IT MSP customers. All customers are known or given as referrals by other known clients. All customers that are provided services are in the local area to Wave Solutions. New and existing customers are vetted by best practices as described by the NANC Call Authentication Trust Anchor Working Group.

(<https://docs.fcc.gov/public/attachments/DOC-367133A1.pdf>)

Contracts

If Wave Solutions determines that a customer is using its services for illegal activities, including robocalling, the customer's agreement may be terminated pursuant to the terms and conditions.

Tracebacks

Wave Solutions is committed to responding fully and within 24 hours to all traceback requests from the Federal Communications Commission, law enforcement, and the industry traceback consortium, and to cooperating with such entities in investigating and stopping any illegal robocallers that use its services to carry or process calls.

Any incident or request may be reported to Wave Solutions.

Contact Information:

Director of Telecommunications – Colby Tristan

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Please include the following information:

- Call date & time
- The calling telephone number (ANI)
- The called/dialed telephone number (DNIS)
- Any other relevant call or customer details that may aid the investigation