

Nimbata is a lead tracking platform that enables businesses to centrally track and record calls, monitor website performance, and view analytics for all business leads. Nimbata is dedicated to delivering its services in compliance with legal and regulatory standards and collaborates closely with its carriers to ensure adherence to regulatory requirements.

Preventive Measures Against Illegal Calls:

Acceptable Use Policy:

Nimbata customers are required to follow the Acceptable Use Policy ("AUP") as specified in our Terms of Use. This policy prohibits any misuse of the Nimbata platform or any violation of local, state, or federal laws or regulations. Customers who violate the AUP may face suspension or termination of their service.

Blocking Illegal Traffic:

Prevention:

Each account is automatically reviewed for suspicious criteria upon creation. All accounts must verify an email address, and those deemed suspicious must provide additional verification details, including but not limited to:

- Business Address
- Business Phone Number
- Website (if applicable)

Monitoring:

All accounts have usage and behavioral indicators based on expected traffic and patterns. These indicators help identify potential misuse through observed fraudulent usage patterns. Accounts may be suspended or closed pending investigation.

Nimbata also collects identifying information for each account during the billing process, including the individual's name, business name, and mailing address.

Provider Practices:

Nimbata uses various providers and partners with their compliance teams to address any legal violations related to fraudulent calling and to perform necessary remediation measures.

Traceback Requests & Responses:

Nimbata is committed to responding fully and within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium. We cooperate with these entities to investigate and stop any illegal robocallers using our service to originate calls.