

Robocall Mitigation Program description

Cistech SRL is a VoIP service provider doing business as their own registered trade mark “Central IP” offering hosted PBX solutions and SIP trunking services to businesses of all sizes. Our clientele consists exclusively of business customers; we do not provide services to other telecom providers or individual consumers. Our customers connect to our network over the public internet using their own broadband internet access. Most of the customers are in Latin America and call most to their own countries, for business purposes.

Customer Verification:

Prior to activating service, each Cistech customer must provide a verifiable business address, proof of business registration, and contact details for at least one authorized representative. The business must have an established online presence, and the contact email must be associated with the company's domain. The business must be legally registered within a territory we service. Payment must be made via credit card or bank transfer from an account tied to the business entity. We cross-reference and validate all submitted information, and we reserve the right to refuse service to any customer that raises suspicions.

Call Rate Limitations:

Outbound calling limits are enforced for all customers, capping both the number of simultaneous calls and new calls per minute. These thresholds are tailored per customer based on expected calling patterns for their specific business profile. For example, a medium enterprise with around 50 employees may be permitted 20 concurrent calls and 10 new calls per minute.

Caller ID Management:

Cistech provisions telephone numbers (DIDs) to our customers; existing numbers can also be ported in. All outgoing calls must utilize caller ID numbers assigned to that customer's account. Our switching platform enforces these caller ID constraints before routing calls.

Traffic Monitoring:

We systematically analyze each customer's calling patterns on a weekly basis, examining metrics like call attempt volumes, answer-seizure ratios, average call durations, and short call percentages. This monitoring aims to detect indicators of robocalling or other anomalous behavior deviating from the customer's normal usage profile. Any detected anomalies prompt immediate outreach to the customer to gather a full explanation. Failure to satisfactorily resolve concerns will result in a temporary service suspension.

Traceback Compliance:

Cistech responds promptly to all traceback requests from industry traceback partners. Each traceback triggers a comprehensive 30-day analysis of the originating customer's calling records, followed by direct engagement with the customer to explain any anomalies highlighted by the traceback evidence. Unsatisfactory customer responses within 72 hours result in a provisional service suspension. Three unresolved tracebacks within a 90-day span lead to an account termination, unless the specific examples are definitively confirmed as legal and compliant traffic.

Extension Status:

Currently lacking a Service Provider Code token for STIR/SHAKEN implementations, Cistech must operate under a temporary extension. Our company does not have direct access to number resources and obtains numbers through an upstream wholesale provider.