

Application for Robocall Mitigation Database

Introduction

ITC IP Technology Ltd, Israel based and registered corporation providing its services since 2007, ISO 9002 certificated.

The company is a VoIP service provider, providing inbound/outbound call services to its SIP end users. The company network has organic retail traffic of its own customers, including outbound calls to the USA. We would like to comply and be registered with the Robocall Mitigation Program.

We have taken the following measurements, to prevent Robocall traffic:

1. We have zero tolerance for any SPAM / Fraud / Robocall related activities, with any relation to our network. Our Terms Of Service, published at <https://www.pbxme.com/tos/>, specifically reads:

“3.2 A Customer must not use the Service or allow others to use the service for the transition of inappropriate content. Inappropriate content means unsolicited material, spam, obscene and sexually explicit material, and content that violates Applicable Law or constitutes hate.

3.3. The service cannot be used for auto-dialing, callback, extensive call forwarding, telemarketing, voicemail broadcasting, or fax or voice mail blasting purposes.”

Sections 2.13.1 – 2.13.3 discuss fraud, Spam and defined penalties for such actions.

2. Each of the accounts are limited by default to 2 channels (concurrent calls) for its outbound calls. This setting is set both on SIP extension as well as on SIP trunk settings.

3. The network has auto detection scripts triggered by low Average Successful Ratio (ASR, in %) and Average Length of Call (ALoC, in seconds) as well as other call-values are automatically measured on all outbound call traffic. Robocall traffic will be automatically stopped as it will fail normal traffic patterns, account blocked for 24 hours.

4. CallerID is whitelisted according to DID selected for that user account, or default network end-point extension value if he has no DID assigned. The set value will force and replace any other value send by the customer.

5. Our customer are verified, differ and real entities. Opening an account on our network requires an OTP phone and email verification. Payment for services (numbers and calls) can be made via verified credit card or bank transfer only. We do not accept payments done with cypto or debit card.

6. Our support team are authorised to immediately manually disable user account, based on complained receive from local authorities or network triggers alerts.

Please let me know for any question or further clarifications needed.

Regards,

Nir Greenberg, CEO,
I.T.C. IP Technologies Ltd.
nir@PBXme.com
www.PBXme.com
+972.3.9707000.
<https://www.facebook.com/PBXme>