

Amplisys Inc / ALT380 is an interconnected VoIP provider offering hosted PBX and SIP trunking to enterprises of all sizes. Our customers are exclusively business end-users; we do not offer services to other telephone service providers or individuals. Our customers interconnect with us over the public internet using their own broadband service.

Each Amplisys Inc customer must provide a physical business address, business registration, and name and contact information for at least one responsible individual. The business must be registered and payment must be via credit card or bank transfer. We cross-check and verify all these items and refuse to serve customers that are in any way suspicious. We do not serve customers outside of the USA and Canada.

All callers are limited in the number of outbound calls they can initiate per minute and the number of concurrent calls allowed. These limits are set on a customer-by-customer basis based on conversational calling expectations given their business profile. For example, a medium-sized business with 50 employees would be allowed 10 simultaneous calls and would be able to initiate 1 call per second.

We provide our customers with their telephone numbers (DIDs); customers can port their numbers to Amplisys if they choose. All outbound calls must use a Caller-ID from that customer's pool of numbers assigned by us. The only exception is forwarded calls; in these cases, the call must include a DIVERSION header that contains a number assigned to that customer by Amplisys. These conditions are checked by our switch before the call is sent onward.

Amplisys assesses each customer's traffic through scripting and alarming. We examine a set of metrics (number of call attempts, answer seizure ratio, average call duration, short calls), looking for: (a) signs of automated dialing; (b) significant change from that customer's historic usage. Any anomalies result in immediate engagement with the customer to obtain a thorough, definitive explanation. If not resolved within 7 business days, the customer's service is suspended.

Amplisys responds promptly to all traceback requests. Any traceback results in an immediate detailed analysis of the initiating customer's CDRs for the past 30 days, followed by engagement with the customer to explain anomalies in the CDRs as well as the specific traceback example. If we do not receive satisfactory explanation within 72 hours, the customer is suspended. A customer that is the subject of three tracebacks in 30 days is permanently banned from our platform, unless the traceback examples are shown with certainty to be legal and compliant.

Because we cannot today get an SPC token, Amplisys is subject to a STIR/SHAKEN implementation extension. Amplisys does not have direct access to numbering resources; we get our numbers via another wholesale provider.