

Align Partnerships Robocall Mitigation Compliance with TRACED Act

Align Partnerships is dedicated to complying with the Federal Communications Commission (FCC) regulations, law enforcement, and the industry traceback consortium to prevent illegal robocallers from using our services. Our vendor network is fully compliant with the STIR/SHAKEN framework, ensuring the authenticity of caller ID information and adhering to all federal communication requirements. All calls processed by our providers will be STIR/SHAKEN compliant, as they thoroughly vet our customers and sign calls with either A or B attestation, ensuring the integrity and legitimacy of the call's origin.

Robocall Mitigation Procedures

Align Partnerships, in coordination with our vendors, commits to fully responding within 24 hours to all traceback requests from the Industry Traceback Group (ITG), the Telecommunications Providers Traceback Group (TPTG), the FCC, and law enforcement. We work diligently to investigate and halt any illegal robocallers using our network or services. When notified by the FCC's Enforcement Bureau, we will take immediate action to block and report any identified illegal traffic, as well as any substantially similar traffic, unless a thorough investigation determines that the traffic is not illegal. If we conclude that the traffic is not illegal, Align Partnerships will provide the Enforcement Bureau with a detailed explanation of the steps taken to reach this conclusion.

Monitoring and Detection Tools

Our vendors utilize a combination of internal tools and third-party solutions to:

- Check for Do Not Originate (DNO) numbers.
- Detect invalid phone number formats, area codes, and unassigned number blocks.
- Analyze call data for irregular patterns and verify customer activity against expected profiles.
- Implement a Know Your Customer (KYC) policy to thoroughly vet new customers.
- Sign all calls with A or B attestation under STIR/SHAKEN to validate caller ID information.

These processes allow us to monitor traffic, detect suspicious patterns, and prevent potential abuse. For new customers, rigorous checks, including electronic and manual verification systems, credit reviews, and industry references, are performed before granting full network access. Call per second and concurrent session limits are also applied to manage risk.

Rights to Block and Terminate Services

Align Partnerships reserves the right to refuse traffic from any party if illegal robocalling or unauthorized use of originating numbers is detected or suspected. We are equipped to block originating numbers, terminate specific customers or trunks, and sever customer relationships as necessary to prevent robocalling and the transmission of invalid or spoofed numbers across our network.

By maintaining robust compliance and proactive mitigation measures, Align Partnerships and its vendors ensure that all calls are handled with the highest standards of security and in accordance with the TRACED Act and FCC guidelines.