

Robocall Mitigation Plan

Overview

This Robocall Mitigation Plan describes the specific reasonable steps that A.I. Labs LLC has taken to avoid the origination, carrying, or processing of illegal robocall traffic.

A.I. Labs is a SaaS company that provides an all-in-one software solution for CRMs, marketing, and communications for small businesses to use across all their touchpoints. We rely on Bandwidth, a telecommunications provider, to manage our phone numbers and voice traffic.

Network Infrastructure

Our communication system is designed to limit outgoing calls to the exact phone number specified for call forwarding. This setup minimizes the risk of robocall abuse and ensures that only authorized traffic flows through our system.

All voice communications, including phone numbers and traffic, are managed through Bandwidth, ensuring that calls are securely routed and protected against illegal robocalls through their systems.

Robocall Mitigation Strategies

Caller ID Authentication (STIR/SHAKEN)

Bandwidth implements the STIR/SHAKEN framework for all of our voice traffic. This ensures that all calls passing through our software are authenticated.

Traffic Monitoring and Analysis

Bandwidth monitors all call traffic, detecting unusual patterns or anomalies. Since we only place outgoing calls to one specified number, any deviation from this would be easily detected and flagged.

Through our partnership with Bandwidth, we ensure that all call traffic meets compliance and security standards, collaborating closely to block illegal robocall traffic.

Traceback Requests

A.I. Labs is committed to responding and cooperating with the Commission, law enforcement, and the industry traceback consortium in investigating and stopping any illegal robocallers that we learn are using our software or service for illegal robocalls.

Conclusion

Our organization is committed to mitigating robocalls. Although we are not directly implementing STIR/SHAKEN, by collaborating with Bandwidth, we aim to ensure a safe and reliable communication environment for our users.