

Robocall Mitigation Plan

Overview

Chamber Technologies LLC. provides managed phone services to clients. Our servers are managed in-house and maintained by our IT Staff. We provide high quality support and management of all aspects of the phones, networks, servers, and infrastructure for our phone services.

All our servers are behind hardware firewalls, with VPN access to secure management traffic, limited physical access to the machines themselves. We implement multiple layers of intrusion prevention, including port knocking, fail2ban automatic blockers, high security passwords and high security secrets on extensions. We use industry standard protections and disallow unauthenticated traffic thru our servers by default. Only traffic from authenticated users and our trusted peering partners is allowed by default.

In the event of any complaint or suspicion of robocalling or unauthorized utilization of our servers, we investigate the issue and trace call logs, server utilization, and call volume to assess. Any discrepancies are dealt with, causing server passwords to be changed, extension passwords, and any other vectors of attack to be mitigated.

Our Platform

Our PBX platform does not natively allow for robo-dialing campaigns or predictive dialing. Our company does not alter the functionality in any way.

Know-Your-Customer

Our customers are members of the local community in which we operate. Therefore, we know our customers and do not consider our network at high risk of originating illegal robocalls. As part of our standard operating procedures, we conduct due diligence on new and renewing voice customers by collecting personal identifiable information. For business customers, we collect information concerning the company's name, address, physical location, contact information, and Federal Tax ID, where appropriate. With respect to residential customers, we verify customers' names and addresses, and physical service locations.

Our Carriers

All our carriers are listed as participating in Robocall Mitigation. Their automated actions and responses will further mitigate any non-legitimate traffic that may originate from our customers.

Traceback

Chamber Technologies will respond fully and in a timely manner to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and cooperate with such entities in investigating and stopping any robocallers that use our network to originate robocalls.

Point of Contact

In the case of any UCE or automated calls coming from one of our servers/services, please contact us at:

Chamber Technologies LLC.
250 E Colonial Dr.
#102
Orlando, FL 32801
abuse@chamberofcommerce.com
(800) 242-6237