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Comet Media requires end customers to comply with Comet Media’s Terms of Service, including requiring customers to use Comet Media services in compliance with the law and prohibits, among other things, illegal call spoofing, fraud, and use of automatic or predictive dialing without the called party’s prior consent.

Active Monitoring of Network for Fraud

Comet Media monitors its network for suspicious calling patterns; promptly investigates any alerts related to illegal, abusive, or otherwise unacceptable behavior; and applies consistent processes and standards to any allegations of service abuse and acts fairly and transparently toward our customers. After investigation, Comet Media makes a determination of the appropriate action, which may include denial of service, suspension of service, termination of service, and no action. Comet Media is able to immediately impose its action upon customers without any delay.

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In addition, Comet Media uses internally developed analytics to detect potential illegal calls or robocalls targeting Comet Media customers and allows its customers to choose which of these calls to receive.

Full and Timely Compliance with Traceback Requests

Comet Media responds to traceback requests within 24 hours of receiving the request, as required by the Federal Communications Commission rules. Comet Media requires all resellers and upstream providers to comply with all traceback efforts, whether initiated by the Federal Communications Commission, the designated Industry Traceback Group, law enforcement,or by any other applicable voice service provider or interested party.

When a traceback request is made or any other credible complaint brought to its attention, Comet Media promptly investigates the suspect traffic to determine the call path(s) and whether the traffic is likely to be illegal robocalling. If the traffic is deemed highly likely to be illegal, Comet Media is committed to ensure that the responsible parties are identified and notified.