

Abel Technologies LLC

Robocall Mitigation Program Description

Date: March, 2025

1. Introduction

Abel Technologies LLC (“Abel Technologies”) is a Voice Service Provider committed to preventing and mitigating illegal robocall traffic on its network. By fully leveraging upstream carriers that have implemented STIR/SHAKEN for all calls, we ensure that every originated call is authenticated and signed in accordance with **47 CFR § 64.6301(a)(1)–(2)**. In addition, Abel Technologies has established robust internal policies and procedures to monitor, detect, and address any indication of unlawful calling activity.

2. Scope of STIR/SHAKEN Coverage

1. Complete Implementation via Upstream Carriers

- All outbound calls from Abel Technologies’ customers traverse IP interconnections equipped with STIR/SHAKEN.
- Our upstream partners maintain full STIR/SHAKEN authentication capabilities, ensuring that every call we originate is properly signed and receives an appropriate attestation level (A, B, or C).

2. No Legacy Limitations

- Abel Technologies does not operate or use TDM-only pathways for call origination. This structure allows for 100% coverage of calls passing through our network.

3. Robocall Monitoring & Detection

1. Network Analytics

- We review call detail records (CDRs) and real-time traffic reports to identify abnormal calling patterns, such as unusually high call volumes, very short durations, or known fraudulent numbers.
- Automated alerts notify our compliance team if thresholds or other suspicious indicators are triggered.

2. Customer Registration & Vetting

- **Client Onboarding:** All new clients are vetted for potential links to unlawful robocalling behavior. We require registration information to verify identity and intended calling activities.
- **Policies & Agreements:** Our Terms of Service prohibit illegal robocalling activities. Violations may result in immediate suspension or termination of service.

4. Mitigation & Enforcement Measures

1. Call Blocking & Traffic Filters

- If suspicious or illegal calling activity is detected, Abel Technologies may block specific numbers, prefixes, or certain traffic types until an investigation is completed.
- We work closely with upstream carriers to refine call-filtering mechanisms and maintain an up-to-date block list of known bad actors.

2. Traceback Cooperation

- Abel Technologies complies fully with **47 CFR § 64.6305(a)** requirements, responding to all traceback requests from the FCC, law enforcement, and the Industry Traceback Consortium within 24 hours.
- We promptly provide relevant CDRs, routing logs, and other data necessary to identify and stop unlawful robocallers.

3. Incident Response & Escalation

- Any flagged activity is reviewed by the compliance team, which determines whether to escalate the matter to executive management or law enforcement.
- Should a particular customer be identified as the source of illegal robocalls, we reserve the right to suspend or terminate service under our contractual agreements and relevant regulations.

5. Governance & Continuous Improvement

1. Designated Compliance Personnel

- A dedicated compliance officer oversees the Robocall Mitigation Program, maintains updated procedures, and regularly reviews any issues or customer complaints.

- Staff are trained to recognize indicators of suspicious calling activity and to report those findings to compliance leadership without delay.

2. **Ongoing Review & Adaptation**

- Abel Technologies evaluates its robocall mitigation procedures, network analytics tools, and partner relationships on a regular basis to strengthen our approach.
- We remain current with industry best practices, technological advancements, and evolving FCC rules to enhance the effectiveness of our mitigation program.

By combining **complete STIR/SHAKEN implementation** through our upstream partners, rigorous **customer vetting**, proactive **network analytics**, and a swift **incident response** framework, Abel Technologies LLC ensures robust measures to deter and address illegal robocalls. This program underscores our commitment to complying with federal regulations and safeguarding end users from unwanted and unlawful call traffic.