

Robocall Mitigation Program Description

1. Company Overview

Company Name: Auto PBX LLC

FRN: 0036905040

Business Address: 723 S 4th Ave, Mount Vernon, NY 10550

Contact: Ivanelis Figueroa, Owner

Email: admin@autopbx.com

Phone: 863-434-1399

2. Robocall Mitigation Practices

Auto PBX LLC is a VoIP service provider using FusionPBX to serve end-users within the United States. Although we are not currently STIR/SHAKEN compliant, we have implemented a robust robocall mitigation program as required under 47 CFR § 64.6305(a).

a. Know Your Customer (KYC)

We verify all customers before enabling outbound call services. This includes:

- Collecting valid identification (individual or business)
- Verifying legitimate business purpose
- Conducting background checks for high-volume traffic users

b. Traffic Monitoring

We actively monitor and analyze call traffic using the FusionPBX dashboard and custom reporting tools. We flag and investigate:

- High call-per-second rates
- Short-duration repetitive calling
- Calls to known Do Not Originate (DNO) numbers

c. Blacklist Integration

We block calls to/from known robocall numbers using:

- Community-based blacklists
- Internal suppression lists

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d. Call Rate and Destination Controls

Outbound call limits are in place per extension and trunk. Spoofing of CLI is blocked unless verified.

e. Complaint Handling

We respond within 24 hours to any traceback requests from the FCC, the Industry Traceback Group, or law enforcement. Complaints are investigated immediately, and offending accounts are suspended or terminated if found non-compliant.

3. Cooperation & Commitment

Auto PBX LLC is committed to:

- Preventing the origination of illegal robocalls
- Cooperating fully with all traceback requests
- Ensuring a safe and compliant VoIP environment for our users

4. Affiliates, Subsidiaries, or Parent Companies

None.