

Sytel listing - FCC Robocall Mitigation Database

Sytel is a developer and vendor of cloud contact center software applications and services, including a predictive dialer. Sytel contracts directly with only one upstream carrier. Clients use Sytel software to initiate SIP telephone calls, sometimes with our contracted carrier, sometimes with their own contracted carrier.

For the purposes of the Robocall Mitigation Database, Sytel is a reseller of SIP minutes from our contracted upstream carrier.

As a reseller, Sytel implements the following policies to mitigate the transport of fraudulent robocall traffic.

Know Your Customer

In order to prevent new and existing customers from using the network to originate unlawful robocalls, Sytel implements a vetting procedure before contracting with the client. This procedure includes, but is not limited to, the following:

Information collection and validation

Clients are required to provide

- verification of the legal validity of the business entity making the purchase
- proof of residence
- the name and role of an authorized individual

Contractual obligations

Sytel has an Acceptable Use policy that prohibits customers and end users from using our services to engage in illegal or fraudulent activities, and requires that they abide by all outbound calling regulations.

The contract allows Sytel to suspend or terminate the services of a customer who engages in unlawful robocalling activities.

Know Your Upstream Provider

Sytel contracts directly with only one upstream provider, which is listed in the Robocall Mitigation Database, and which is authorized to sign calls on our behalf.

For clients that bring their own carrier arrangements, before allowing any calls to be initiated, Sytel ensures that the carrier is listed in the Robocall Mitigation Database.

Mitigate Fraudulent Robocall Traffic

Sytel commits to

- responding fully to any traceback request, within 24 hours of receipt, and cooperate with any investigating authorities.
- terminating a client's contract immediately, ceasing all calling activity, if any illegal or abusive activity is found.

Sytel maintains user login and call detail records for the purposes of investigating any allegations of abuse or traceback requests.

Sytel's contracted carrier has procedures in place to implement any Do Not Originate requests it receives.

Additional Information

Sytel is privately owned in the UK, and has no parent company and no subsidiaries or affiliates.

As Sytel has no control over network infrastructure, it is not required to implement STIR/SHAKEN, or obtain a US Operating Company Number (OCN).

The principal shareholders of Sytel are:

- Michael McKinlay – CEO
- Garry Pearson – COO
- David Neale – CTO

Sytel Limited headquarters:

1 Cromwell Court,
New St,
Aylesbury
Buckinghamshire HP20 2PB

+44 1296 381200

The officer responsible for addressing robocall-related issues:

Andrzej Sobolewski
Support Manager
support@sytel.com
+44 1296 380191
+1 877 628 1801 (US only)