

Robocall Mitigation Program Description

Company name: Wide Cloud VoIP

FCC FRN: 0036987329

Filing as: Voice Service Provider (IPES)

Date: 5/1/2025

1. Company Overview

Wide Cloud VoIP is a newly established VoIP provider offering hosted PBX and SIP-based communication services to small businesses. We also provide IT support services to the same customer base, allowing us to maintain a close and ongoing relationship with all users of our voice platform.

We do not currently have an Operating Company Number (OCN), as we are a newly registered VoIP provider. At this time, we are not directly STIR/SHAKEN compliant, and we do not yet sign our outbound calls. However, we are actively working toward compliance and have initiated the process to obtain an OCN and the necessary credentials to implement STIR/SHAKEN using Sangoma's hosted call-signing service. Until that implementation is complete, we rely on strict robocall mitigation practices, including direct customer vetting, call monitoring, and terms of service prohibiting unlawful call traffic.

2. Call Origination and Network Infrastructure

Our services are delivered using an on-premises FreePBX system. All PSTN origination and termination is handled via VoIP Innovations, a registered and fully STIR/SHAKEN-compliant carrier. We do not have our own switching infrastructure or direct PSTN interconnection.

We only serve business clients located within the United States.

3. Robocall Mitigation Practices

We have implemented the following mitigation practices to prevent illegal robocall traffic:

- **Customer Vetting:** All customers are vetted through our existing IT services business relationship before being provisioned for VoIP services. We do not serve anonymous or walk-in customers.
- **Traffic Monitoring:** We monitor call volume and calling patterns for anomalies such as:

- Excessive short-duration calls
 - High volume of outbound calls in a short time frame
 - Calls to known high-risk or invalid number ranges
 - **Usage Policies:** Our Terms of Service prohibit the use of our platform for any unlawful or mass unsolicited calling.
 - **Reactive Measures:** Any suspicious activity is investigated immediately, and accounts found to be violating our policies are suspended or terminated.
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4. STIR/SHAKEN Compliance

While Wide Cloud VoIP does not directly sign calls, all outbound PSTN calls are routed through VoIP Innovations, which is a registered provider in the FCC Robocall Mitigation Database and compliant with STIR/SHAKEN. Therefore, call authentication is performed upstream.

5. Contact Information

For robocall mitigation inquiries, contact:

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