

Introduction

This Robocall Mitigation Program is designed to reduce the number of unwanted, automated telephone calls (robocalls) received by our subscribers. ANGEL PBX goal is to create a better calling experience and minimize disruptions for our customers."

Mitigation Methods

ANGEL PBX utilizes a multi-layered approach to robocall mitigation, including technologies that identify and block calls with spoofed caller IDs, cooperation with industry-wide databases that track known robo caller numbers, and implementation of call screening tools that allow subscribers to selectively block unwanted calls."

Reporting and Analysis

ANGEL PBX regularly monitor the program's effectiveness by tracking call volume, block rates, and subscriber feedback. Data will be analysed to identify trends and areas for improvement. Reports will be generated and reviewed by relevant department on a regular basis.

STIR/SHAKEN Implementation

Angel PBX is a non-facilities-based reseller that lacks the necessary facilities and control over the network infrastructure necessary to implement STIR/SHAKEN, and therefore does not have a STIR/SHAKEN implementation obligation. The upstream carriers perform STIR/SHAKEN on our behalf.

However, we are actively working to upgrade our infrastructure and obtain STIR SHAKEN certification through an authorized Certification Authority (CA). Once certified, the confirmation will be uploaded.

Robocall Mitigation Practices

To prevent illegal robocalls, we enforce the following:

- Strict KYC/Customer Vetting: All clients are required to provide full business documentation, intended use cases, and government-issued ID.

- We comply with Robocall Mitigation by controlling all outbound caller ID and ensuring our customers cannot out pulse a number they do not own.

- Call Traffic Monitoring: We monitor call volume, duration, and destination patterns to flag suspicious behaviour in real time.

- Rate Limiting: We apply caps on calls per second (CPS) and call volumes for new or high-risk accounts.

- Blocklists & Reputation Tools: Integration with spam call detection and reputation management APIs to block known bad actors.

- Manual Review Process: Any customer showing suspect behaviour is manually reviewed and, if needed, suspended pending investigation.

- AUP & Compliance Enforcement: Customers must sign and agree to an Acceptable Use Policy prohibiting robocalls or autodialers without consent.