

Laurens Technologies, LLC - Robocall Mitigation Program

1. Company Overview

Laurens Technologies, LLC is a U.S.-based intermediary voice service provider that operates session border controllers (SBCs) for voice traffic routing and network control. The company provides VoIP services to end users and enterprise customers, utilizing upstream carriers who are responsible for full STIR/SHAKEN implementation. Laurens Technologies does not sign calls directly and is not subject to the STIR/SHAKEN implementation requirement under 47 CFR § 64.6301(a).

2. Role in the Call Chain

Laurens Technologies functions as an originating voice service provider without a STIR/SHAKEN implementation obligation. While calls originate from customer equipment and pass through company-operated SBCs, STIR/SHAKEN call authentication is performed by upstream carriers with full SIP interconnection and registered participation in the STIR/SHAKEN ecosystem.

3. Robocall Mitigation Practices

All outbound traffic originating from Laurens Technologies' network is subject to the company's Robocall Mitigation Program. This includes the use of traffic monitoring tools, customer traffic analysis, and call pattern auditing. Suspicious traffic patterns, high-volume bursts, or known robocall markers result in alerts and manual review.

4. Investigation Procedures

Laurens Technologies investigates any call traffic flagged by internal monitoring or reported by third parties as potentially unlawful. These investigations include examining call logs, identifying the customer of record, and assessing compliance with the company's Acceptable Use Policy (AUP).

5. Enforcement Actions

If a customer is found to be using the network to originate illegal robocalls or engage in caller ID spoofing, Laurens Technologies may suspend or permanently terminate the customer's service per its contractual terms. Repeat violations or egregious activity are grounds for immediate disconnection.

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6. Know Your Customer (KYC)

All new and renewing customers are screened using a Know Your Customer (KYC) process. This includes validation of business registration, verification of responsible party identity, credit review, and fraud screening. Laurens Technologies works exclusively with local businesses and does not advertise its services publicly. All customers come through word-of-mouth referrals and are accepted only after internal evaluation determines the customer is a good fit for the company's infrastructure, policies, and standards.

7. Upstream Carrier Review

Laurens Technologies maintains an active review of all upstream interconnect partners and ensures all upstream carriers are listed in the FCC Robocall Mitigation Database. Partners are expected to operate with full STIR/SHAKEN compliance, and traffic routing relationships are contingent on maintaining such compliance.

8. Traceback Commitment

Laurens Technologies fully cooperates with the Commission, law enforcement, and the Industry Traceback Group. The company commits to responding to any traceback request within 24 hours and will provide all records reasonably necessary to support traceback investigations and enforcement efforts.

9. Robocall Mitigation Database Eligibility

Laurens Technologies, LLC has not been subject to any formal enforcement actions or investigations regarding unlawful robocalling activity. The company is in good standing with the Commission and eligible to register and maintain records within the Robocall Mitigation Database.

10. Customer Education

Laurens Technologies provides educational resources and consultation to clients on preventing fraudulent robocalls and caller ID spoofing. New customers are informed of industry best practices, regulatory obligations, and how to report suspicious calls. Customers are instructed on how to configure their PBX systems and outbound caller ID settings in compliance with applicable law, and how to avoid originating traffic that may resemble illegal robocalling behavior.