

Robocall Mitigation Program Description

Company Name: Key IVR LLC

FCC Filing Entity: 0037084308

Contact Email for Traceback Requests: support@keyivr.com

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1. Mitigation Measures for Non-STIR/SHAKEN Calls

Key IVR LLC originates calls within the United States solely for the purpose of connecting consenting users to our clients' contact centers. All calls are initiated by users interacting with our secure payment or service platform and expressly opting to speak with a live agent. We do not initiate or facilitate unsolicited or automated robocalls to the general public.

Due to the nature of our platform and usage model, there is no exposure to robocall risk, therefore we do not rely on third-party robocall mitigation databases. This architecture and operational model applies uniformly across our entire US platform.

2. Monitoring and Analysis of Traffic

Our platform is continuously monitored 24/7 by our dedicated Infrastructure team. Although our call traffic is tightly controlled and limited to user-initiated contact center transfers, we maintain proactive oversight to detect and respond to any anomalies in call behavior — such as spikes in volume, unusual call durations, or other deviations from expected usage.

Any suspicious activity is immediately logged and investigated. We have the capability to implement real-time mitigation actions such as suspending services or blocking specific caller IDs or IP addresses to prevent abuse or misuse of our system.

3. Traceback and Law Enforcement Cooperation

Key IVR is not currently a member of the Industry Traceback Group (ITG) but fully cooperates with all regulatory and law enforcement traceback requests.

All such inquiries should be directed to support@keyivr.com, where they are promptly triaged and assigned to the appropriate personnel. We aim to respond without delay — typically on the same business day — and always in a manner aligned with the seriousness and urgency of the request.

4. Customer Vetting and Account Controls

Key IVR performs background checks and detailed due diligence on all prospective clients before onboarding. We require that all clients be in good standing and operate in reputable, commercial sectors. We do not accept clients from high-risk or non-commercial industries.

Our U.S. platforms are explicitly designed not to support or enable robocalling. Calls can only be initiated through a secure, customer-driven process and terminate exclusively at the client's designated contact center.

To date, we have never had to block or suspend a client due to misuse of our services, reflecting the strength of our vetting procedures and platform restrictions.