



Robocall Mitigation Plan

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Company

Business Information

- **Legal name:** ABSi Corporation
- **Business name (DBA):** ABSi Telecom
- **Address:** 7742 Spalding Dr. Suite 202, Norcross, GA, 30092

Contact Information for Robocall Mitigation-related Issues

- **Full Name:** [REDACTED]
- **Title:** [REDACTED]
- **Department:** Telecom
- **Business Address:** 7742 Spalding Dr. Suite 202, Norcross, GA, 30092
- **Telephone Number:** 770-457-6144
- **Email Address:** support@absi.net or law.enforcement@absi.net for any law enforcement requests.

About

ABSi Corporation is a small reseller of VoIP provider founded in 1993. Its customer base is made of small-to-medium business customers. We install and support business telephone system. ABSi Corporation is consistently working to improve its network and security standards. It strives to halt illegitimate calls across its network.

ABSi Corporation is owned by:

- [REDACTED]
- [REDACTED]

Please note that ABSi Corporation has **not** been prohibited from filing in the Robocall Mitigation Database due to an enforcement action as well as ABSi Corporation is **not** subject to a Commission, law enforcement, or regulatory agency action or investigation due to suspected unlawful robocalling or spoofing.

Thorough Vetting Process

Prior to being an active ABSi Corporation customer, there is a thorough vetting process. ABSi Corporation is committed to keeping on enhancing this vetting process.

- ABSi Corporation is a telephone service company. We sell, install and maintained business telephone system for businesses. Customers cannot sign up for services on their own. We know our customer and their place of business. Customers go through a Know Your Customer process which includes providing their company name, complete physical location (including, but not limited to, street address, state, and country), phone number, email address and contact person. All this data is kept for security and law enforcement cooperation purposes if deemed required in the future.
- When signing up, customers are also required to accept ABSi Corporation [Terms of Service](#) & [Privacy Policy](#). The terms include but are not limited to the following:
 - If the customer will be using ABSi Corporation for telemarketing purposes, she/he has to get the written approval from ABSi Corporation beforehand. ABSi Corporation staff analyzes each telemarketing customer case-by-case.
 - Customer agrees to set a valid CallerID/ANI Identification.
 - ABSi Corporation can suspend users without warning to its sole discretion if it doesn't respect its Terms of Service (including, but not limited to, immediate service termination if the user carry or process illegal traffic).

Tools and Consistent Monitoring

When customer has been internally vetted, she/he now has access to ABSi Corporation platform. Nonetheless, it remains under scrutiny by the various algorithms in place. Increased scrutiny is obviously more present for newer accounts. They also have access to **less resources** such as limited outbound calling paths.

ABSi Corporation has several algorithms that trigger real-time alerts and notifications. A 24/7 fraud team and on- duty network team always monitor the aforementioned.

Customers are required to pass a valid CallerID format when attempting to place an outgoing call. Everything has to be set in the ABSi Corporation platform beforehand. Effective March 31st 2023, ABSi Corporation started to slowly roll out a number verification third-party vendor. The process will consist of verifying the identity of the user for CallerID purposes. During the verification process, the customer will be prompted to enter its phone number then receive a code via phone call or SMS message to enter and confirm its identity. In other words, any customer who will make outbound calls with a CallerID that is not one of his phone numbers with ABSi Corporation, will first have to go through the verification process.

Throughout discussions with its upstream carriers, ABSi Corporation received confirmation that its carriers (listed below) were making use at the very minimum of the Industry Traceback Group Do Not Originate list and have either started to adopt or will soon adopt additional Do Not Originate lists from third-party vendors including, but not limited to, Somos and Neustar. They also confirmed that these Do No Originate lists were applied network wide and therefore ABSi Corporation could benefit from it as a direct reseller. Effective August 29th, 2023 ABSi Corporation launched its own internal Do Not Originate list. We took this initiative to add an extra layer of complexity to fraud and robocall mitigation. We will slowly build up this internal list.

Know Your Upstream Providers

ABSi Corporation makes use of a selected number of carriers to route calls in United States, including:

[REDACTED]

[REDACTED]

ABSi Corporation has received assurances from those providers that they will abide by the FCC's STIR/SHAKEN and robocall mitigation rules in all respects when providing voice traffic.

Modus operandi in case of illegal traffic

A real-time block system is in place as soon as abnormal activities are detected (including but not limited to abnormal spike of calls, abnormal trends, low call completion statistics, systematic calling, unusual amount of calls, etc.). ABSi Corporation system blocks suspicious traffic and automatically reaches out to customers to understand the highlighted behaviour. A dedicated team is always on the trigger to follow up with the customer. ABSi Corporation has a zero-tolerance policy when it comes to potential fraud, scam and robocall activities. ABSi Corporation also reviews outbound call logs and analytics regularly to monitor for any possible abuse. Finally, ABSi Corporation also works with its upstream providers to identify behaviors which indicate illegal call activity.

Commitment

To the extent that ABSi Corporation were to receive information from law enforcement, traceback entities or other sources that a customer is engaged in illegal robocalling, our policy is to cooperate fully, including providing the identity of any suspected illegal robocaller, pursuant to legal service or process. Our internal policy is to reply to those requests within 24 hours.

ABSi Corporation also follows the Industry Traceback Group recommended best industry practices and cooperates in traceback and trace forward investigations.

As a matter of fact, ABSi Corporation offers a single point of contact for any law enforcement requests: law.enforcement@ABSi.net. Law enforcement agencies can simply provide the following information and the request will be treated on a highly accelerated basis:

- Full name, Authorized Agency / Department,
- Phone Number,
- Nature of Request (Subscriber info, Call detail records, Billing info, etc.),
- Target Telephone Number(s),
- Request Start Date and End Date,
- Copy of the Subpoena, Court Order, Search Warrant, or Other Formal Legal Process, and
- Additional Notes (incl. specific circumstances and/or deadlines).

If there are multiple requests, we request to submit only one legal process per email to ensure proper treatment.

While ABSi Corporation already had everything in place to fight illegitimate traffic (including but not limited to robocalls), it also fully commits to ensure compliance with this program and to keep on enhancing it. ABSi Corporation also fully complies with STIR-SHAKEN. In the event of any material change to this plan, ABSi Corporation will republish it to employees, and consultants and file such an update to the FCC Robocall Mitigation Database within ten (10) days of such update.
