



Robocall Mitigation Policy

1. Purpose

The purpose This policy is an outline of the efforts by Spera Partners to eliminate robocalls originating from the company owned hosted VoIP phone servers.

2. Scope

This policy applies to all hosted phone servers deployed on the Spera Hosted environment. It also applies to any clients using the Microsoft Teams Phone solution that is managed by Spera Partners.

3. Definitions

The following definitions are provided for the purposes of this policy.

4. Policy

a. Detection and Prevention

i. Call Analytics

Spera Partners reviews all monthly usage for each of its customers and will flag any high usage patterns for review.

All PBXact servers are configured to only allow phone numbers that have been assigned to that server and SIP trunk.





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ii. Know Your Customer (KYC) Procedures:

Spera Partners only managed VoIP services for our direct customers and all information regarding this customer are verified using physical address, website and social media.

All customers are US customers specifically in the Western Pennsylvania, Eastern Ohio, and Northern West Virginia. Spera Partners does not work with foreign customers.

All customers have signed a Letter of Authorization enabling Spera Partners to obtain and use their preferred outbound phone numbers. No other numbers are used in providing service for these customers.

iii. Know Your Upstream Provider (KYUP) Procedures:

Spera Partners only using STIR/SHAKEN compliant providers and reviews the settings and procedures this providers use to maintain that compliance.

iv. Caller ID Authentication (STIR/SHAKEN):

Spera Partners uses a solution from SANSAY to meeting STIR/SHAKEN compliance. This service signs all calls before leaving the Spera Partners hosted VoIP network.

b. Blocking and Mitigation:

i. Call Blocking

The current technology available in PBXact does not have any specific features for call blocking for non-attested calls but as this technology is added to the software Spera Partners is committed to adding to our systems.

ii. Customer Service and Support

Spera Partners allows all customers to email support@sperapartners.com and report robocall issues and have those numbers blocked on their system.



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iii. Traceback Response

Spera Partners has filed with the Robocall Mitigation database which provides a reporting phone number and email for law enforcement or industry traceback groups to reach Spera Partners in assistance tracing the origination of any robocalls.



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