

Telecloud LLC Robocall Mitigation Policy. June 14th 2025

Telecloud LLC provides small and medium size businesses with cloud voice services. Telecloud customers must comply with all rules and regulations set forth.

- Violating any applicable local, state, or federal law; using the Telecloud services to engage in or in connection with fraudulent activities will result in suspension of services and penalty enforcement
- Telecloud provides all programming of outbound caller ID and customers have no access to make changes to their services. This prevents altered, deceptive, or false information about the identity of the sender making the phone calls or fax.
- Telecloud does not allow predictive dialers to be connected to our services.
- Telecloud does not turn on international outbound calling for customers. In special cases we can allow these calls but daily limits of \$5 per day are enforced.
- Telecloud will actively cooperate with the traceback community including the FCC, law enforcement, and The Industry Traceback Group (ITG) to investigate and stop illegal robocalls.

Telecloud LLC has always protected our customers privacy and security. Additional steps taken are as follows;

- 32-character passwords for all chan-sip and pj-sip hosted voice extensions.
- Customer site must have password protected firewall..
- Access to customers Telecloud services only allowed from approved IP addresses that are white-listed, and trusted.
- Servers for hosted services are all on Vultr. Vultr has password protected services.
- Each Vultr server supports one end customer.
- Software updates for servers are provided by Vultr.
 - All servers are assigned dual authentication.
- Telecloud uses Sangoma Free PBX for our voice services. Software system updates and module updates are always kept up to current software releases. Built-in Firewall provides monitoring and reports of malicious attempt.
- Inbound conferencing can be set up by Telecloud with passwords and time limits.
 - CDR Analysis and reports
 - Real Time Monitoring

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