

Robocall Mitigation Program Description

UCeasy provides hosted VoIP and cloud-based UCaaS services exclusively to business clients across Canada. Our Robocall Mitigation Program is built on a structured approach involving prevention, detection, and rapid mitigation. While we do not currently have direct access to numbering resources, and therefore rely on upstream carriers such as Bandwidth, Telus, and other trusted wholesale partners for DIDs and call routing, we maintain rigorous controls to minimize the risk of unlawful robocalling activity across our platform.

1. Prevention

UCeasy enforces a strict customer vetting and onboarding process to ensure we only serve legitimate business entities. All prospective customers must provide a valid business registration, a verifiable business address, and responsible contact information. Services are only activated after identity verification.

We do not serve residential customers or other wholesaler. All calls must originate from numbers assigned by UCeasy or ported in with verification. Caller ID spoofing is strictly prohibited. Any call forwarding scenarios must include valid Diversion headers to maintain number traceability.

UCeasy's customer agreements include compliance clauses requiring all users to abide by applicable regulations, including rules against unlawful robocalling.

2. Detection

We proactively monitor all outbound traffic using detailed metrics such as call volume, answer-seizure ratio (ASR), average call duration, and short-duration call patterns. Each customer's call limits are set according to their expected business profile.

Our systems automatically flag anomalies such as abrupt traffic spikes, repetitive short calls, or calling patterns that resemble auto-dialers. Any irregularities trigger immediate review by our operations team.

3. Mitigation

In cases where suspicious or unlawful activity is detected, UCeasy takes immediate action. This may include call blocking, outbound service suspension, and customer outreach for clarification. If the issue is not resolved within a designated timeframe (typically 24 hours), services are suspended until a satisfactory explanation is provided.

We respond promptly to all traceback requests by conducting a full audit of the customer's call records and providing full cooperation with the requesting authority.

As UCeasy we work with our upstream carriers, including Bandwidth Inc., implement and manage full STIR/SHAKEN signing and verification, as well as call validation and DNO (Do Not Originate) list enforcement. These providers also collaborate with industry and law enforcement agencies to combat robocall abuse and mitigate fraud on a network-wide scale.