

AudioCodes, Inc. Robocall Mitigation Plan

AudioCodes, Inc. (“AudioCodes”) is a global leader in unified communications, contact center and conversational AI services and solutions for enterprises, enabling them to improve their customer experience and employee experience through enhanced communications and collaboration.

Powered by AI, AudioCodes offers a comprehensive range of products, applications and SaaS services that provide seamless interoperability with the world’s leading unified communications as a service and contact center as a service platforms.

Audiocodes’ services incorporate an integrated communications tool provided by Bandwidth, Sippio and Telnyx, which includes a voice component for its integrated Microsoft Teams capability. Audiocodes has filed within the Robocall Mitigation Database (RMD) to the extent that the voice component incorporated into its offering may be considered a “voice service” as defined in the Commission’s Robocall Mitigation rules. Audiocodes does not, however, control the softswitch or number porting for the referenced voice capabilities. Accordingly, AudiCodes does not have the facilities necessary to implement STIR/SHAKEN. AudioCodes has, however, adopted this robocall mitigation plan to establish procedures intended to limit the potential for the origination, carrying, or processing of unlawful robocalls from its voice capabilities.

PROCEDURES TO MITIGATE OR STOP ROBOCALLS

I. Know Your Customer

AudioCodes follows the best practices for vetting caller identity recommended by the North American Numbering Council (NANC) [Call Authentication Trust Anchor Working Group](#). This process includes confirming the identity of AudioCodes customers – (i) contact person(s); (ii) business location; (iii) state or country of incorporation; (iv) federal tax identification; and (v) the nature of the customers’ businesses.

II. Contractual Terms

AudioCodes’ terms require customers to use AudioCodes’ services in compliance with law and prohibits initiating or transmitting unlawful robocalls or spam communications. The terms further provide AudioCodes with a right of termination should a customer be suspected or found to be using the services for unlawful or otherwise prohibited activities. A customer’s subscription to AudioCodes’ services may be immediately terminated if it is determined that violations occurred.

III. Traceback Requests

AudioCodes commits to respond fully, within 24 hours, to all traceback requests from the Federal Communications Commission, law enforcement, state attorneys general, Bandwidth, Sippio, Telnyx and the Registered Traceback Consortium. AudioCodes will cooperate with such entities to investigate and stop any illegal robocallers that use AudioCodes’ platform for such purpose.

IV. Robocall Mitigation

The voice service providers, Bandwidth, Sippio and Telnyx, have committed to fully complying with the Commission’s roboblocking requirements.

V. Call Analytics Systems

AudioCodes leverages call analytics systems in place with their underlying voice service providers, Bandwidth, Sippio, and Telnyx. Bandwidth has developed and deployed a Call Blocking Tool that identifies and block “invalid, unallocated and otherwise obviously illegal telephone numbers.” Telnyx has implemented third-party analytics provider, Nomorobo, to monitor traffic patterns through machine learning and notify Telnyx of suspicious activity or calling patterns. Sippio’s platform is continuously monitored 24/7 by their engineering team.

VI. Know Your Upstream Provider

AudioCodes has agreements in place Bandwidth, Sippio and Telnyx that allow for the provision of the respective provider’s voice service to its customers. AudioCodes has confirmed that all providers are listed in the Robocall Mitigation Database. AudioCodes will not accept traffic from any carrier that is removed from the Robocall Mitigation Database.

VII. Plan Updates

AudioCodes will continue to monitor industry best practices and improve our internal processes to ensure our systems adapt to address the ongoing challenges affecting this industry.