

Robocall Mitigation Program Description (FCC Certification)

Hello Tampa Bay, Inc. has implemented a Robocall Mitigation Program covering all originating traffic. We conduct Know Your Customer (KYC) vetting of all clients, including identity verification, business registration checks, validation of contact information, and review of intended call use cases. We maintain contractual terms prohibiting illegal robocalls with customers and upstream carriers.

We monitor call traffic using internal monitoring tools to detect high-volume short-duration calls, invalid number formats, or other anomalous patterns. Suspicious calls are blocked or quarantined pending investigation. Traffic audits are conducted quarterly, and non-compliant customers are suspended or terminated.

We commit to responding within 24 hours to traceback requests from the FCC, law enforcement, or the Industry Traceback Group, and will cooperate fully in investigations. We will take immediate corrective action, including blocking or terminating service, upon confirmation of illegal robocall activity.