

Robocall Mitigation Program Description

Business Name: Ascend VoIP LLC

FCC Registration Number (FRN): 0037134046

Filer Role: VoIP Reseller

1. Introduction

Ascend VoIP LLC is a VoIP reseller that provides cloud-based business telephone services to small and medium-sized businesses. In compliance with the Federal Communications Commission's (FCC) rules under the TRACED Act, we have implemented a Robocall Mitigation Program designed to prevent the origination and transmission of illegal robocalls on our network.

As a reseller, we do not directly control the underlying facilities-based network infrastructure but work closely with our upstream carrier partners to ensure STIR/SHAKEN authentication and mitigation measures are in place.

2. STIR/SHAKEN Implementation

- We rely on our upstream wholesale carrier partners, who have fully implemented the STIR/SHAKEN call authentication framework in the IP portions of their networks.
 - All outbound calls originating from our end-users traverse these upstream providers, ensuring authenticated and verified caller ID information where technically feasible.
 - Where STIR/SHAKEN cannot be applied (such as calls terminating on legacy TDM networks), we maintain non-IP robocall mitigation measures.
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3. Robocall Mitigation Practices

To prevent illegal robocalls from originating on our platform, Ascend VoIP LLC employs the following safeguards:

Customer Vetting and Know Your Customer (KYC)

- All new customers undergo an onboarding review before service activation.
- We verify business identity using business registration records, tax identification numbers, and other documentation.

- We assess the intended use cases to ensure compliance with FCC and TCPA regulations.

Traffic Monitoring

- We monitor outbound call traffic for patterns consistent with illegal robocalling, including:
 - High call volumes in short timeframes
 - Short-duration or unanswered calls
 - Calls to sequential or random number ranges
- Suspicious traffic triggers an internal review and may lead to call blocking or service suspension.

Call Blocking and Enforcement

- We reserve the right to suspend or terminate service to customers found to be generating illegal robocalls.
 - Suspected unlawful traffic is reported to upstream carriers, the Industry Traceback Group (ITG), and, where appropriate, the FCC or law enforcement.
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4. Cooperation with Industry Efforts

- We actively cooperate with traceback requests from the Industry Traceback Group (ITG).
 - We respond promptly and fully to traceback inquiries to assist in identifying the source of suspicious calls.
 - We maintain communication with our upstream carriers to align with evolving FCC and industry best practices.
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5. Certification of Compliance

Ascend VoIP LLC certifies that:

1. We use STIR/SHAKEN authentication through our upstream providers wherever technically feasible.
2. We have implemented a Robocall Mitigation Program for non-IP traffic and reseller-originated traffic.

3. We are committed to preventing the origination of illegal robocalls through customer vetting, traffic monitoring, and enforcement mechanisms.

6. Contact Information

Compliance Contact:

Name: Joseph Cosgrove

Title: Owner

Email: jcosgrove@ascend-voip.com

Phone: 484-696-7676