

Robocall Mitigation Policy

HTS Nexus

1. Introduction

HTS Nexus is committed to preventing the origination of illegal robocalls on our network and protecting our customers from fraudulent or abusive traffic. This policy describes the steps we take to comply with the FCC's robocall mitigation requirements and the TRACED Act.

2. Network and Service Scope

We provide hosted VoIP/UCaaS services to business and residential customers through our partnership with our Vendors. All calls are delivered using trusted upstream carriers, and all customers are subject to our Terms of Service and Acceptable Use Policy. We do not provide direct PSTN interconnection or numbering authority. All numbering resources and porting are managed through our underlying carrier partners.

3. Caller ID Authentication (STIR/SHAKEN)

We support and comply with STIR/SHAKEN standards through our upstream providers. All eligible calls are authenticated with appropriate attestation levels (A, B, or C). Calls failing authentication or suspected of spoofing are subject to additional screening and may be blocked.

4. Customer Vetting

Before service activation: All new customers are verified using Know Your Customer (KYC) processes (business registration, contact info, and service justification). We do not provide service to anonymous or unverified entities. Customers engaged in high-volume calling must provide documentation of call use-cases (e.g., contact centers, notification systems).

5. Monitoring and Enforcement

We actively monitor call patterns and usage for signs of illegal robocalling (high call-per-second rates, short-duration calls, excessive abandoned calls, etc.). Traffic flagged as suspicious is investigated and may be blocked or suspended. Repeat violators will have accounts terminated and reported to upstream carriers and authorities if required.

6. Complaint Handling

End-users and other carriers can report suspected robocalls by contacting abuse@htsnexus.com. All complaints are reviewed within 24 hours, and corrective action is taken immediately if abuse is confirmed.

7. Reporting & Compliance

HTS Nexus has filed this Robocall Mitigation Policy with the FCC's Robocall Mitigation Database. We remain compliant with all FCC rules and update this policy as regulations or technology evolve.