

Robocall Mitigation Plan – A2 Cloud Solutions (Canada)

1. Company Information

- Legal Name: A2 Cloud Solutions
- Country: Canada
- FCC FRN: 0037638244
- Type: Foreign VoIP Provider / Reseller
- Services: Interconnected & Non-interconnected VoIP, Toll-Free, DID services, SIP trunks.

2. STIR/SHAKEN Status

A2 Cloud Solutions does not directly originate calls onto the U.S. PSTN and relies fully on U.S.-based upstream carriers for STIR/SHAKEN authentication. As a foreign VoIP provider without numbering resources or an SPC token, A2 Cloud Solutions is exempt from STIR/SHAKEN obligations under 47 CFR § 64.6301(a) and FCC foreign provider guidance.

3. Robocall Mitigation Procedures

A2 Cloud Solutions implements the following measures consistent with 47 CFR § 64.6305(a):

- Customer Vetting / KYC:

All customers must pass identity verification including government-issued identification or business registration.

- Traffic Monitoring:

SIP traffic is continuously monitored for suspicious behavior, high-volume short-duration calls, dialing patterns associated with illegal robocalls, and ANI/DNIS anomalies.

- Fraud detection and blocking:

Automated systems detect abnormal traffic spikes and block suspected spam or spoofed calls.

- Rate limiting:

Accounts exceeding normal behavior patterns may be rate limited or suspended pending investigation.

- Abuse Prevention:

Customers are required to agree to anti-fraud and anti-robocalling policies in the Terms of Service.

4. Traceback Cooperation

A2 Cloud Solutions commits to:

- Fully respond to traceback requests within 24 hours
- Cooperate with law enforcement, FCC, and the Industry Traceback Group (ITG)
- Immediately terminate abusive traffic

5. Upstream Carrier Compliance

All outbound calls are routed through U.S.-based carriers that:

- Are listed in the FCC Robocall Mitigation Database
- Fully comply with STIR/SHAKEN implementation requirements
- Apply appropriate attestation levels

6. Points of Contact

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