



Robocall Mitigation Program Description

Franpos Inc
FRN: 0037699782

1. Overview

Franpos Inc is a U.S.-based provider of cloud communications and voice services integrated into its platform for retail and service businesses. All outbound calls placed through the Franpos system are delivered through upstream carriers that fully support the STIR/SHAKEN caller ID authentication framework. Franpos does not operate any portion of its network that originates calls without STIR/SHAKEN compliance.

2. STIR/SHAKEN Implementation

Franpos satisfies the requirements of **47 CFR § 64.6301(a)(1) and (2)**.

- All originated calls receive full attestation from our STIR/SHAKEN-enabled carrier partners.
- Franpos does not complete, transit, or originate calls over TDM facilities or legacy systems lacking STIR/SHAKEN capability.
- All outbound traffic is routed exclusively through carriers that maintain full STIR/SHAKEN support.

Therefore, Franpos has **fully implemented STIR/SHAKEN across its entire network**.

3. Robocall Mitigation Procedures

Although Franpos uses complete STIR/SHAKEN implementation, the company maintains additional mitigation procedures to prevent abusive or unlawful calling behavior:

a. Customer Vetting

- All business customers undergo identity verification before voice features are enabled.
- Accounts exhibiting suspicious activity (high-volume or irregular calling patterns) are restricted or suspended.

b. Traffic Monitoring

- Franpos monitors outbound calling behavior to detect patterns commonly associated with illegal robocalling or spoofing.
- Automated alerts notify internal teams of abnormal call activity for investigation.



c. Call Authentication

- All outbound calls pass caller ID information through our authenticated carrier pathways.
- No customer is permitted to manipulate caller ID beyond verified business numbers.

d. Termination of Violations

- Franpos immediately suspends any customer found violating calling rules or engaging in prohibited automated calling practices.
- Franpos cooperates fully with upstream carriers to block offending traffic.

4. Traceback Cooperation

Franpos cooperates fully with:

- The **Industry Traceback Group (ITG)**
- Law enforcement agencies
- The FCC

Franpos responds to all traceback requests **within 24 hours**, as required.

5. No Prior Enforcement Actions

Franpos has **not** been the subject of any FCC, law enforcement, or regulatory enforcement action for illegal robocalling or spoofing.

6. Point of Contact

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