

Robocall Mitigation Program

All calls that originate on our network are subject to this Robocall Mitigation Plan. We commit to respond to all traceback requests from the FCC, law enforcement, and industry traceback consortium within 24 hours. STIR/SHAKEN Implementation Status: Fully implemented on IP-based portions of our network.

Role in Call Chain: Voice Service Provider.

Robocall Mitigation Techniques

- Reasonable Steps: We monitor call traffic for anomalies, enforce strict Acceptable Use Policies, and terminate accounts engaged in illegal robocall activity.
- Call Analytics: We use real-time analytics and reputation scoring to identify and block illegal traffic. Third-party vendor solutions may be integrated for enhanced detection.
- Contractual Provisions: Our agreements with end-users and upstream providers prohibit illegal robocalls and include enforcement clauses for violations.
- Know-Your-Upstream Provider: We verify the identity and compliance status of upstream providers before interconnection and monitor their traffic patterns.
- Know-Your-Customer: We perform identity verification and vetting for all new and renewing customers to prevent origination of illegal calls.