

Robocall Mitigation Program Description

Company Name: Wiggs Communications LLC

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1. Company Overview

Wiggs Communications LLC provides voice communication services as a downstream service provider and/or reseller to business and enterprise customers. The company does not originate voice traffic on its own behalf and does not operate outbound robocalling, telemarketing, or automated dialling campaigns.

All outbound calling activity conducted using Wiggs Communications LLC services is initiated and controlled by customers or end users pursuant to applicable service agreements and acceptable use policies.

2. Applicability of Robocall Mitigation Requirements

Pursuant to **47 CFR §64.6305(d)**, Wiggs Communications LLC qualifies for an exemption from implementing a robocall mitigation program because the company does **not originate voice traffic subject to STIR/SHAKEN authentication requirements**.

Wiggs Communications LLC does not generate, inject, or control robocall traffic and does not determine call content, call recipients, or dialling behaviour.

3. Customer Responsibility and Controls

Customers using Wiggs Communications LLC services are contractually responsible for ensuring compliance with all applicable federal and state laws and regulations, including but not limited to:

- The Telephone Consumer Protection Act (TCPA)
- FCC robocalling and telemarketing rules
- Do-Not-Call (DNC) requirements
- Consent and opt-in obligations

Customers maintain full control over call initiation, dialling logic, and call content.

4. Monitoring and Enforcement Measures

Although Wiggs Communications LLC does not originate calls, the company maintains reasonable safeguards to prevent unlawful or abusive use of its services, including:

- Customer onboarding and identity verification procedures
- Acceptable Use Policies prohibiting illegal or abusive calling behavior
- The right to investigate, suspend, or terminate service for violations
- Cooperation with upstream carriers and regulatory authorities when required

These measures are designed to deter misuse of services and ensure compliance with applicable regulations.

5. Response to Illegal or Unwanted Traffic

If Wiggs Communications LLC becomes aware of suspected illegal, fraudulent, or abusive calling activity, the company may take appropriate action, including:

- Requesting additional information from the customer
- Temporarily suspending service
- Permanently terminating service
- Coordinating with upstream providers or law enforcement when appropriate

6. Conclusion

Based on the nature of its services and operations, Wiggs Communications LLC does not originate robocall traffic and therefore qualifies for the exemption described in **47 CFR §64.6305(d)**. As such, the company is not required to implement a robocall mitigation program under current FCC rules.