

Robocall Mitigation Program (VoIP)

What this is

We take reasonable steps to prevent illegal or abusive robocalls on our VoIP network.

What's not allowed

Our VoIP services may not be used for scam or fraudulent calls, spoofed or unauthorized caller ID, robocalls that violate TCPA, FCC rules, or state laws, or high-volume calling without proper consent.

How we watch traffic

We monitor outbound VoIP traffic for unusual call volume, abnormal call rates, very short call durations, or repeated calls to large groups of numbers. Suspicious traffic is investigated.

Caller ID verification

Where supported, we use STIR/SHAKEN to help verify caller ID. Calls that fail verification or appear high-risk may be blocked or limited.

Customer responsibility

Customers are responsible for using our VoIP services legally. We may request confirmation of calling purpose, consent, or authorization to use caller ID numbers.

What we do if there's a problem

If illegal or abusive calling is identified, we may block traffic, suspend or terminate service, or notify upstream carriers or regulators when appropriate.

Complaints

Robocall complaints are reviewed and addressed when violations are confirmed.

Updates

This program is reviewed and updated as regulations or network conditions change.