

Robocall Mitigation Program Description

Company Name: Armor Technology Group, LLC

Mitigation Program Contact: Compliance Officer / Authorized Representative

Armor Technology Group, LLC has implemented a Robocall Mitigation Program designed to prevent the origination and transmission of illegal robocalls, including calls with invalid, unassigned, or spoofed caller ID information. This program complies with FCC requirements and industry best practices.

1. STIR/SHAKEN Implementation

Armor Technology Group, LLC fully implements the STIR/SHAKEN framework for all SIP-based outbound voice traffic where technically feasible. All calls originating on our network are authenticated using STIR/SHAKEN, and appropriate attestation levels (A, B, or C) are applied based on the company's relationship to the calling party and verification of caller ID ownership.

2. Traffic Monitoring and Analytics

We actively monitor outbound call traffic for patterns indicative of illegal or abusive robocalling, including high-volume or burst calling patterns, short-duration calls, repeated calls to invalid or unassigned numbers, and complaints or traceback requests related to suspected robocalls. Automated and manual reviews are conducted to identify suspicious activity.

3. Customer Vetting and Onboarding Controls

Armor Technology Group, LLC performs reasonable due diligence on customers before enabling outbound calling capabilities, including verification of customer identity, validation of intended use cases for outbound calling, and confirmation of caller ID ownership or authorization. Customers are prohibited by contract from using our services for illegal robocalls, spoofing, or fraudulent activity.

4. Enforcement and Remediation

If suspicious or non-compliant traffic is detected, we take prompt mitigation actions, which may include blocking or suspending traffic, requiring additional customer verification, terminating service for repeated or egregious violations, and cooperating with traceback requests from the Industry Traceback Group (ITG) or law enforcement.

5. Response to Traceback and Complaints

Armor Technology Group, LLC responds promptly to traceback requests, regulatory inquiries, and consumer complaints related to robocalling. We maintain records sufficient to support investigations and take corrective action when illegal activity is identified.

6. Ongoing Program Review

Our Robocall Mitigation Program is reviewed periodically and updated as necessary to address evolving robocall threats, regulatory guidance, and industry best practices.