

Robocall Mitigation Program

Ringible, LLC dba Ringible

Company Information

Legal Name: Ringible, LLC

Doing Business As: Ringible

Service Type: Interconnected Voice over Internet Protocol (VoIP) Provider

Role in Call Chain: Voice Service Provider serving end users

Ringible provides hosted VoIP telecommunications services to business customers within the United States. Ringible originates voice traffic on behalf of its customers and utilizes upstream carrier partners for network connectivity and call routing.

Ringible is committed to preventing illegal robocalls and maintaining compliance with all applicable federal regulations, including the requirements set forth in 47 CFR §64.6305.

STIR/SHAKEN Implementation

Ringible certifies that calls originating on its network are subject to the STIR/SHAKEN caller ID authentication framework.

STIR/SHAKEN authentication is implemented through Ringible's underlying carrier infrastructure. Calls are authenticated in accordance with industry standards to the extent technically feasible and supported by upstream carrier infrastructure. Ringible cooperates with its carrier partners to help ensure authenticated caller identification information is transmitted whenever technically feasible.

Robocall Mitigation Practices

Ringible has implemented reasonable and effective practices designed to reduce the risk of illegal robocalls originating from its network.

Customer Vetting and Know-Your-Customer (KYC)

Ringible performs due diligence prior to activating service for new customers. This process may include:

- Verification of customer identity
- Validation of business registration where applicable
- Review of intended use cases
- Screening for high-risk calling patterns or industries
- Confirmation of lawful purpose for outbound calling

Ringible reserves the right to deny service to any applicant presenting elevated fraud or robocall risk.

Ringible does not originate telemarketing campaigns and relies on customer certifications that their calling activities comply with applicable laws and regulations.

Terms of Service Enforcement

Ringible's Terms of Service explicitly prohibit:

- Illegal robocalling
- Caller ID spoofing
- Phishing campaigns
- Traffic pumping
- Any activity that violates the Telephone Consumer Protection Act (TCPA) or other applicable laws

Customers found engaging in prohibited activity are subject to immediate suspension or termination.

Traffic Identification and Analytics

Ringible utilizes reasonable procedures, including internal reviews and upstream carrier tools, to identify suspicious traffic patterns.

Indicators reviewed may include:

- Unusual call volume spikes
- Short-duration call patterns
- High call failure rates
- Excessive complaints

- Invalid or unallocated number usage

Ringible may utilize third-party analytics and reputation platforms to enhance detection of unlawful calling activity.

Ringible investigates credible anomalies and takes appropriate corrective action when necessary.

Traceback Cooperation

Ringible responds fully and promptly to traceback requests from:

- The Federal Communications Commission
- Law enforcement agencies
- The Industry Traceback Group
- Authorized traceback consortiums

Ringible commits to responding to all traceback inquiries within 24 hours, or sooner when practicable, and will cooperate with authorized investigations involving suspected illegal robocall activity.

Mitigation Actions

If Ringible identifies traffic that is confirmed or reasonably suspected to involve illegal robocalling, it will take prompt steps that may include:

- Blocking outbound traffic
- Suspending accounts
- Terminating service
- Notifying upstream providers
- Assisting enforcement investigations

Ringible reserves the right to immediately suspend or terminate traffic that presents a risk of illegal robocalling.

Ringible maintains records sufficient to support traceback and investigative efforts in accordance with applicable laws and industry standards.

Upstream Provider Collaboration

Ringible works closely with its underlying carrier partners to support industry-wide robocall mitigation efforts. These partnerships enable:

- STIR/SHAKEN caller ID authentication
- Network-level analytics
- Fraud detection
- Rapid traffic shutdown when required

Ongoing Compliance

Ringible regularly reviews and updates its robocall mitigation policies to remain aligned with evolving FCC guidance and telecommunications industry best practices.

Personnel responsible for regulatory compliance are informed of mitigation obligations and internal escalation procedures to support timely responses to suspected unlawful activity.

Robocall Mitigation Contact

Department: Regulatory Compliance

Company: Ringible, LLC

Ringible maintains a dedicated contact to receive and respond to regulatory inquiries, traceback notifications, and enforcement communications.

Certification

Ringible certifies that it has implemented a robocall mitigation program consistent with FCC requirements and will continue to take reasonable steps to prevent the origination of illegal robocalls on its network.