

Robocall Mitigation Program Description

Castle Tel LLC

1. Company Overview

Castle Tel LLC is a Voice Service Provider that resells VoIP services to business customers using hosted PBX solutions, including FreePBX-based systems. Castle Tel LLC does not implement STIR/SHAKEN authentication on its network and relies on its upstream carrier(s) for STIR/SHAKEN implementation.

2. STIR/SHAKEN Status

Castle Tel LLC has not implemented STIR/SHAKEN on any portion of its network. All STIR/SHAKEN obligations are carried by the upstream carrier(s) that provide call origination and termination services.

3. Robocall Mitigation Measures

Castle Tel LLC maintains a robocall mitigation program designed to prevent the origination of illegal robocall traffic, including:

- Customer vetting and verification during onboarding
- Review of customer call use cases and service intent
- Contractual prohibitions against illegal robocalling
- Monitoring for abnormal calling patterns or excessive call volumes
- Coordination with upstream carriers to identify and address suspicious traffic

4. Enforcement Actions

Castle Tel LLC reserves the right to suspend, restrict, or terminate service for any customer found to be originating illegal robocalls or otherwise violating applicable laws or service agreements.

5. Traceback Cooperation

Castle Tel LLC commits to responding fully and within 24 hours to all traceback requests from the Federal Communications Commission, law enforcement agencies, and the industry traceback consortium. Castle Tel LLC will cooperate fully in investigations and take appropriate action to prevent continued illegal robocall activity.

6. Certification Statement

Castle Tel LLC certifies that no prior Robocall Mitigation Database filing has been removed by Commission action, and that it is not prohibited from filing in the Robocall Mitigation Database.