

Overview

Our Robocall Mitigation Program is designed to prevent the origination, transit, and termination of illegal or unwanted robocalls on our network. The program aligns with FCC requirements and industry best practices to protect consumers, maintain network integrity, and ensure compliance with applicable laws and regulations, including the Telephone Consumer Protection Act (TCPA) and FCC robocall mitigation rules.

Call Authentication (STIR/SHAKEN)

We implement STIR/SHAKEN call authentication where technically feasible to verify the identity of calling parties and reduce caller ID spoofing. Authenticated calls are assigned appropriate attestation levels based on our relationship with the caller and our ability to verify their right to use the calling number.

Traffic Monitoring and Analytics

We actively monitor call traffic using automated analytics and manual review processes to identify patterns consistent with illegal or high-risk robocalling, such as:

- High call volumes in short timeframes
- Low call completion or answer rates
- Repeated consumer complaints
- Invalid, unassigned, or spoofed caller IDs

Suspicious traffic is investigated promptly.

Customer Vetting and Due Diligence

We perform reasonable due diligence on customers before onboarding and throughout the customer relationship. This includes validating business identity, intended use of services, and compliance with applicable calling regulations. Customers are contractually prohibited from engaging in illegal robocalling or caller ID spoofing.

Enforcement and Remediation

When suspicious or illegal activity is detected, we take swift corrective action, which may include:

- Warning or notifying the customer
- Requiring corrective measures
- Blocking or suspending traffic
- Terminating service for repeat or severe violations

We cooperate fully with traceback requests and investigations from industry traceback groups and regulatory authorities.

Complaint Handling

We maintain procedures for receiving, reviewing, and responding to consumer and carrier complaints related to robocalls. Complaints are logged, investigated, and used to improve detection and mitigation efforts.

Ongoing Review and Updates

Our Robocall Mitigation Program is reviewed regularly and updated as regulations, threats, and industry standards evolve. Staff responsible for network operations and compliance receive appropriate training to ensure consistent enforcement.

Commitment to Compliance

We are committed to maintaining a responsible communications network and to actively mitigating illegal robocalls to protect consumers, partners, and the broader telecommunications ecosystem.