

Robocall Mitigation Program Description

Provider Name: Tikal Center

Service Type: VoIP Service Provider / SIP Platform Operator

1. Overview

Tikal Center operates a VoIP service platform that enables enterprise customers and service providers to originate and receive voice communications. Tikal Center does not operate as a facilities-based voice service provider within the United States and does not have direct access to North American Numbering Plan (NANP) numbering resources. All outbound calls are transmitted through upstream voice service providers that are responsible for STIR/SHAKEN authentication and compliance.

2. Robocall Mitigation Measures

Tikal Center has implemented reasonable and effective robocall mitigation procedures consistent with 47 CFR § 64.6305. These measures include:

- Verification of customer identity prior to service activation.
- Maintenance of accurate customer records and contact information.
- Restriction of unauthorized caller ID usage and prevention of caller ID spoofing.
- Monitoring of call traffic patterns for anomalies, excessive volumes, or suspicious behavior.
- Immediate investigation and remediation of suspected illegal robocall activity.
- Ability to suspend or terminate service for customers engaged in illegal robocalling.

3. Upstream Provider Compliance

All outbound calls originated through the Tikal Center platform are transmitted through upstream voice service providers that implement STIR/SHAKEN authentication and are responsible for signing and authenticating calls in accordance with FCC regulations.

4. Traceback Cooperation

Tikal Center commits to respond promptly and fully to traceback requests from the Federal Communications Commission, law enforcement agencies, and the Industry Traceback Group. Tikal Center maintains call detail records sufficient to support traceback investigations and cooperates fully in identifying the source of suspected illegal robocalls.

5. Ongoing Compliance and Monitoring

Tikal Center continuously monitors its systems and traffic patterns and updates its mitigation procedures as necessary to ensure compliance with FCC regulations and industry best practices.