



S Mobile Wireless LLC

We are a non-facilities-based VoIP service provider operating on a hosted communications platform. We rely on our upstream voice service providers and their carrier partners to implement STIR/SHAKEN authentication for calls transmitted to the public switched telephone network.

We mitigate illegal robocalls by screening customers prior to activation, monitoring call activity, investigating suspicious traffic, and suspending or terminating customers that violate our acceptable use policy.

Before service activation we verify customer identity and intended use of service. We collect business contact information and review customer use cases. High-risk use cases such as telemarketing or large-scale outbound calling are subject to additional review and may be denied service.

We monitor call detail records and usage reports for patterns commonly associated with illegal robocalling, including high call volumes, short-duration calls, sequential dialing behavior, and abnormal traffic spikes. When suspicious activity is detected, we investigate and may temporarily restrict service while the review is performed.

We promptly investigate complaints received from consumers, upstream providers, analytics companies, or traceback organizations. Customers unable to demonstrate lawful calling practices may have outbound calling suspended or service terminated.

We cooperate with traceback requests and provide call records to authorized industry traceback entities and upstream carriers when requested. We maintain internal records of mitigation actions and prevent terminated customers from re-establishing service.
