

Call Loom LLC

Robocall Mitigation Program Description

Call Loom LLC is an originating voice service provider that utilizes registered upstream carriers (including but not limited to Telnyx and Twilio) for PSTN connectivity and call authentication.

Call Loom does not directly implement the STIR/SHAKEN authentication framework and relies on its upstream providers for authentication compliance pursuant to 47 CFR § 64.6301 and § 64.6305.

Robocall Mitigation Measures Implemented by Call Loom LLC:

1. Customer Verification (KYC):

Call Loom verifies the identity of all customers prior to enabling outbound calling services. This includes business verification, identity confirmation, and review of intended traffic use cases.

2. Traffic Monitoring:

Call Loom actively monitors call traffic patterns for unusual volumes, short duration calls, high answer-seizure ratios, and other indicators of potentially illegal robocall activity.

3. Prohibited Use Enforcement:

Customers are contractually prohibited from transmitting unlawful robocalls, spoofed caller ID, or fraudulent traffic. Violations result in immediate suspension or termination.

4. Traceback Cooperation:

Call Loom commits to responding fully and within 24 hours to traceback requests from the FCC, law enforcement agencies, and the Industry Traceback Group.

5. Upstream Carrier Coordination:

Call Loom cooperates with upstream voice service providers to ensure compliance with STIR/SHAKEN and to prevent origination of illegal robocall traffic.

Call Loom maintains internal procedures designed to prevent the origination and transmission of illegal robocalls and complies with 47 CFR § 64.6305(a).