

Sales Tank LLC

Robocall Mitigation Program Description

Sales Tank LLC is a non-facilities-based voice service provider that does not own, operate, or control SIP network infrastructure, transmission facilities, or authentication systems capable of implementing STIR/SHAKEN. Because Sales Tank LLC does not control the network elements over which call authentication is performed, it does not have an independent STIR/SHAKEN implementation obligation under 47 CFR § 64.6304. All calls originated through Sales Tank LLC are transmitted via upstream voice service providers that are responsible for implementing STIR/SHAKEN authentication in accordance with FCC requirements. In compliance with 47 CFR § 64.6305, Sales Tank LLC maintains and enforces a robocall mitigation program applicable to all calls originated through its platform.

Robocall Mitigation Controls:

- Requiring certification from clients or lead vendors regarding lawful authority to contact individuals prior to call initiation.
- Maintaining electronic records of client certifications and access logs.
- Enforcement of calling-hour restrictions based on the called party's local time zone.
- Human-agent initiation of outbound calls (no unattended automated or prerecorded message campaigns).
- Call attempt frequency limitations designed to prevent excessive repeat contact attempts.
- Monitoring for anomalous calling patterns, unusual volume spikes, or complaint indicators.
- Procedures for immediate suspension of activity if unlawful or suspicious activity is detected.
- Commitment to respond within 24 hours to traceback requests from the Federal Communications Commission, law enforcement, or the Industry Traceback Group and to cooperate fully in investigating and stopping illegal robocall traffic.