

Netdial Robocall Mitigation Program Description

Company Name: Netdial

Service Type: VoIP Reseller / Voice Service Provider

STIR/SHAKEN Implementation

Netdial is a VoIP reseller utilizing SkySwitch as its underlying network provider. SkySwitch has fully implemented the STIR/SHAKEN authentication framework across its network and performs authentication and signing for outbound calls originated by Netdial customers. Netdial relies on this implementation to ensure authenticated caller ID transmission in compliance with 47 CFR § 64.6301.

Robocall Mitigation Practices

Netdial maintains policies and procedures designed to prevent the origination of illegal robocalls. These measures include customer identity verification during onboarding, monitoring of call traffic patterns, and investigation of suspicious activity. Accounts determined to be engaged in unlawful calling practices are suspended or terminated.

Traceback Cooperation

Netdial commits to respond fully and within 24 hours to traceback requests received from the Federal Communications Commission, law enforcement agencies, and the Industry Traceback Group. Netdial cooperates with investigations to identify and stop illegal robocall activity originating from its services.

Ongoing Compliance

Netdial reviews its robocall mitigation procedures periodically and works with its upstream provider to ensure continued compliance with FCC regulations and industry best practices. The company maintains records sufficient to support investigations and regulatory inquiries when required.

Contact for Compliance Matters

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