

Robocall Mitigation Program Description

Company Name: Work Pulse

Overview

Work Pulse operates as a voice service provider that relies on upstream U.S.-based carriers for call authentication, routing, and termination. The company does not control U.S. numbering resources and therefore relies on upstream carriers that have implemented STIR/SHAKEN authentication in compliance with FCC regulations under 47 CFR § 64.6301.

STIR/SHAKEN Implementation

Work Pulse does not directly implement STIR/SHAKEN because call authentication and signing are handled by upstream telecommunications carriers that are compliant with FCC STIR/SHAKEN requirements. All traffic is routed through these compliant providers to ensure proper call authentication and verification.

Robocall Mitigation Measures

- Monitoring of traffic patterns and call volumes to identify suspicious or abnormal activity.
- Customer verification procedures before enabling voice services.
- Immediate investigation of any suspected illegal robocall activity.
- Suspension or termination of customers found to be transmitting illegal robocalls.
- Cooperation with traceback requests from the U.S. Traceback Consortium, regulators, or law enforcement.

Traffic Handling

All inbound and outbound voice traffic is routed through authorized upstream U.S. carriers. These carriers maintain their own compliance with FCC regulations including STIR/SHAKEN implementation and robocall mitigation obligations.

Compliance Commitment

Work Pulse is committed to preventing illegal robocalls and maintaining compliance with FCC robocall mitigation requirements. The company maintains procedures to respond to traceback requests within 24 hours and cooperates with law enforcement and regulatory authorities to investigate and mitigate suspicious call activity.

Authorized Representative: Asim Abdullah

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