

Robocall Mitigation Program Description

Company Name: Trusted Innovations Corp

Address: 6701 Corporate Dr STE N, Johnston, IA 50131, USA

Email: info@trustedinnovations.co

Phone: +1 (877) 799-7137

1. Overview

Trusted Innovations Corp is a U.S.-based telecommunications service provider offering VoIP services, including wholesale voice termination, SIP trunking, DID services, and enterprise communication solutions.

We are committed to full compliance with the Federal Communications Commission (FCC) regulations regarding robocall mitigation, unlawful traffic prevention, and caller authentication.

Our Robocall Mitigation Program is designed to prevent the origination and transmission of illegal robocalls, protect downstream carriers, and ensure network integrity.

2. STIR/SHAKEN Implementation

Trusted Innovations Corp has implemented the STIR/SHAKEN framework across its network.

All outbound calls are signed using valid SPC tokens.

Calls are attested at appropriate levels (A, B, or C) based on customer verification.

We utilize authorized STI service providers for certificate management.

Calls failing authentication or with invalid signatures are monitored and flagged.

3. Customer Vetting & KYC Process

We enforce a strict Know Your Customer (KYC) onboarding process before allowing any customer to originate traffic:

Collection of business registration documents (EIN, Articles of Incorporation, etc.)

Verification of business identity and operational legitimacy

Review of use case, traffic profile, and call patterns

Validation of contact information and responsible personnel

Ongoing monitoring of customer behavior post-onboarding

We do not allow anonymous or unverifiable customers to originate traffic.

4. Traffic Monitoring & Analytics

We actively monitor all network traffic using advanced analytics systems:

Real-time monitoring of call patterns, ACD (Average Call Duration), ASR (Answer-Seizure Ratio), and CPS (Calls Per Second)

Detection of abnormal traffic spikes or short-duration calls

Identification of suspicious patterns such as high-volume robocalling behavior

Monitoring of complaint feedback and traceback requests

5. Call Blocking & Filtering Mechanisms

Trusted Innovations Corp employs multiple layers of filtering:

Blocking of calls from invalid, unallocated, or spoofed numbers

Enforcement of Do-Not-Call (DNC) compliance where applicable

Integration with industry traceback and reputation databases

Automatic blocking of traffic flagged as fraudulent or illegal

6. Traceback & Enforcement

We fully cooperate with industry traceback efforts, including those coordinated by the U.S. Telecom Industry Traceback Group.

Immediate response to traceback requests

Identification and isolation of the originating customer

Suspension or termination of accounts involved in illegal robocalling

Maintenance of detailed call records (CDRs) for investigation

7. Mitigation Actions

When suspicious or illegal traffic is detected:

Immediate traffic blocking or rate limiting

Temporary suspension of customer accounts

Permanent termination for repeated violations

Reporting to upstream carriers and regulatory authorities if required

8. Network Policies & Controls

Only verified customers are allowed to originate traffic

We maintain strict routing policies and traffic segregation

Media and signaling IPs are controlled and monitored

Access to network resources is restricted and logged

9. Record Keeping & Compliance

Retention of call detail records (CDRs) for compliance and auditing

Documentation of customer onboarding and verification records

Maintenance of STIR/SHAKEN authentication logs

Compliance with FCC and industry regulations

10. Continuous Improvement

Trusted Innovations Corp continuously updates its robocall mitigation practices:

Regular review of FCC guidelines and regulatory updates

Enhancement of fraud detection systems

Staff training on compliance and fraud prevention

Adoption of new industry standards and technologies

11. Commitment Statement

Trusted Innovations Corp is committed to maintaining a secure and compliant telecommunications network. We enforce a zero-tolerance policy toward illegal robocalls and take all necessary actions to prevent misuse of our services.