



Robocall Mitigation Program Description VorTech Services Inc.

VorTech Services Inc. is a reseller of hosted VoIP services and does not operate its own network facilities to originate calls directly onto the public switched telephone network. VorTech Services Inc. utilizes upstream providers, including CoreDial and SMPL, to provide voice services and platform infrastructure. These upstream providers are responsible for call origination, routing, and STIR/SHAKEN implementation where applicable.

VorTech Services Inc. resells VoIP services to business customers, provides installation, configuration, maintenance, billing, and level one technical support. As such, VorTech Services Inc. does not directly control call authentication at the network level but is committed to preventing the use of its services for illegal robocalling.

To mitigate illegal robocalls, VorTech Services Inc. has implemented the following measures:

1. **Customer Vetting:**
All customers are reviewed prior to onboarding to ensure they are legitimate businesses. VorTech Services Inc. collects identifying information and evaluates the nature of each customer's use of voice services.
2. **Acceptable Use Policy:**
Customers are required to agree to terms of service that explicitly prohibit illegal robocalling, spoofing, or fraudulent activity.
3. **Traffic Monitoring:**
VorTech Services Inc. monitors customer usage patterns for unusual or suspicious activity, including high-volume outbound calling or irregular call behavior.
4. **Upstream Provider Compliance:**
VorTech Services Inc. relies on its upstream carriers (CoreDial and SMPL) to implement STIR/SHAKEN and other network-level protections. These providers are responsible for call authentication and network-level mitigation.
5. **Mitigation and Enforcement:**
If suspicious or unlawful activity is detected, VorTech Services Inc. will take immediate action, including suspension or termination of services.
6. **Traceback Cooperation:**
VorTech Services Inc. commits to responding promptly, and in all cases within 24 hours, to traceback requests from the FCC, law enforcement, or industry traceback consortiums.

VorTech Services Inc. complies with 47 CFR § 64.6305 and maintains this robocall mitigation program to prevent the origination of illegal robocalls through its services.