

Ashford & Briggs Robocall Mitigation Plan

Ashford & Briggs LLC — Robocall Mitigation Program

Ashford & Briggs LLC is a B2B technology provider in the recruiting and staffing industry, operating in the United States. The company provides the Paladin Agent platform, which enables recruiters to conduct AI-assisted phone interviews with job candidates.

Service model and customer base:

- Ashford & Briggs provides voice services exclusively to verified business customers, including staffing agencies, recruiting firms, and in-house corporate recruiting teams
- All customers are established business entities operating in the United States
- The platform is not available to individual consumers or the general public

Access controls and agreements:

- Customers may only access Paladin's voice services after executing a service agreement that explicitly prohibits unsolicited bulk calling, caller ID spoofing, and any other abusive telephony practices
- Each user is individually authenticated before they can initiate outbound calls through the platform

Nature of outbound calls:

- All outbound calls are initiated by authenticated recruiters for the specific purpose of conducting job candidate interviews and professional outreach
- Calls are placed one at a time through a managed PBX platform — the system does not provide autodialers, predictive dialers, or bulk calling capabilities
- Each call is associated with a specific candidate record and job requisition in the platform

Monitoring and enforcement:

- Call volumes and patterns are monitored at the platform level
- Anomalous calling behavior (unusual volume, rapid sequential dialing, calls outside business hours) is flagged for review

- Ashford & Briggs reserves the right to suspend or terminate service for any customer found to be in violation of acceptable use policies

Call signing:

- Ashford & Briggs does not operate its own STIR/SHAKEN call-signing infrastructure
- Outbound calls are signed by Bandwidth Inc. through their Hosted Signing Service on behalf of Ashford & Briggs