

Robocall Mitigation Program Description

Company Name: Plait Systems LLC

Reporting Entity Type: Interconnected VoIP Provider

Overview:

Plait Systems LLC is a hosted VoIP service provider offering voice services to business customers. We assign Direct Inward Dial (DID) numbers to customers and enable both inbound and outbound calling. We interconnect with the public switched telephone network (PSTN) through upstream wholesale carriers.

Traffic Origination:

Plait Systems LLC originates traffic on behalf of its customers. Customers are permitted to place outbound calls using assigned or authorized telephone numbers. All customers are required to agree to terms of service and acceptable use policies that strictly prohibit illegal robocalling, caller ID spoofing, and fraudulent activity.

Know Your Customer (KYC) Procedures:

Plait Systems LLC implements customer vetting procedures prior to activation of service, which include:

- Collection of customer identity and business information
- Verification of contact details
- Evaluation of intended use of services
- Review for high-risk industries or use cases

We reserve the right to deny service, require additional verification, or terminate accounts that present a risk of illegal robocalling or fraud.

Monitoring and Detection:

Plait Systems LLC monitors network traffic for suspicious or anomalous behavior using both automated systems and manual review.

Mitigation Actions:

Upon detection of suspicious or potentially unlawful robocall activity, Plait Systems LLC takes prompt action, including suspension, investigation, notification, and termination of service when necessary.

Caller ID Authentication and Validation:

Customers are required to use valid and authorized caller ID information.

STIR/SHAKEN Implementation:

Plait Systems LLC relies on its upstream carriers to implement STIR/SHAKEN call authentication.

Use of Upstream Providers:

Plait Systems LLC utilizes third-party wholesale carriers to provide SIP connectivity to the PSTN.

Cooperation with Traceback Requests:

Plait Systems LLC cooperates with industry traceback efforts.

Recordkeeping:

We maintain records of customer information and call detail records.

Conclusion:

Plait Systems LLC is committed to preventing illegal robocalls and complying with FCC regulations.