

InsurDial LLC

Robocall Mitigation Program Overview

Purpose

InsurDial LLC is committed to cooperating with the Federal Communications Commission, law enforcement, and the Industry Traceback Group in investigating and stopping illegal robocalling and spoofing activity. InsurDial LLC maintains a robocall mitigation program designed to identify, review, and address suspicious traffic patterns and to prevent unlawful use of its services.

Customer Review

InsurDial LLC maintains customer onboarding and review procedures intended to confirm that customers are legitimate businesses and to reduce the risk of illegal robocall activity. As part of these procedures, InsurDial LLC may review customer-provided business information and other available information during onboarding and throughout the customer relationship.

Traffic Monitoring

InsurDial LLC monitors traffic and account activity for indicators of suspicious or unlawful calling behavior. This monitoring includes review of call volume spikes, answer rates, short-duration call patterns, and customer complaints. Where traffic patterns or account behavior suggest possible illegal robocalling, spoofing, or other abusive activity, InsurDial LLC may investigate the activity and take appropriate action.

Enforcement and Blocking

InsurDial LLC reserves the right to block, suspend, restrict, or terminate traffic, numbers, trunks, campaigns, or customer accounts where illegal robocalling, spoofing, unauthorized caller ID use, or other abusive conduct has occurred or is suspected. InsurDial LLC may also take such action where necessary to protect its services, comply with applicable law, respond to traceback requests, or prevent harmful or unlawful traffic from continuing.

Traceback Cooperation

InsurDial LLC commits to responding to traceback requests within 24 hours and to cooperating with the FCC, law enforcement, and the traceback consortium in investigating suspected illegal traffic. If InsurDial LLC learns that its services are being used to originate, carry, or facilitate illegal robocalls or spoofed calls, it will take steps it deems appropriate to investigate and mitigate that activity.

Ongoing Review

InsurDial LLC will continue to review and refine its robocall mitigation practices as needed to support compliance, network integrity, and consumer protection.