

Empire Telecom / 3mpire.ai Robocall Mitigation Program

Company Information

Legal Entity: Empire Sales Group USA Corp

DBA: Empire Telecom; 3mpire.ai

Business Address: 6037 Winthrop Commerce Ave, Riverview, FL 33578

Provider Type: Voice Service Provider

Foreign Voice Service Provider: No

Service Description

Empire Telecom and 3mpire.ai provide AI-enabled voice communication services, business VoIP solutions, outbound and inbound calling services, SIP-based communications, and telecommunications-related services. The company utilizes upstream carrier infrastructure through BulkVS and affiliated carrier partners for call origination, authentication, and routing functionality where applicable.

STIR/SHAKEN Status

The filer operates as a non-facilities-based voice service provider utilizing upstream carrier infrastructure. The filer does not directly control the network elements necessary to independently implement the STIR/SHAKEN authentication framework and relies on underlying carrier partners, including BulkVS and affiliated providers, for authentication functionality where applicable.

Robocall Mitigation Procedures

Empire Telecom and 3mpire.ai maintain a robocall mitigation program designed to prevent the origination and transmission of illegal robocalls and unlawful caller ID spoofing.

The company performs customer verification and monitors outbound traffic for suspicious activity, including excessive short-duration calls, invalid caller ID usage, spoofing activity, and abnormal traffic patterns.

The company prohibits unlawful robocalling activity and maintains policies consistent with the Telephone Consumer Protection Act (TCPA), FCC regulations, and applicable telecommunications laws.

The company maintains policies requiring customers to comply with applicable TCPA consent requirements and opt-out obligations for automated and AI-assisted calling activities.

The company responds promptly to traceback requests and cooperates with law enforcement, the FCC, and industry traceback consortiums to identify and mitigate illegal traffic. Customers found engaging in unlawful activity are subject to immediate suspension or termination.

Compliance Contact

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