

Robocall Mitigation Program Description

Company Name: Epic Communication & Technologies, Inc

FCC Registration Number (FRN): **0038477246**

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1. Company Overview

Our company provides telecommunications services as a reseller to small business customers. We enable our clients to make and receive voice calls for legitimate business purposes, including customer support, appointment reminders, and general business communications. We do not offer anonymous or open-access calling services.

2. Call Traffic Description

Our company operates as a reseller of voice services to small business customers. We provide telecommunications services to verified business clients who use our platform for legitimate outbound and inbound communications, such as customer support and business operations.

We originate call traffic on behalf of our customers using upstream wholesale carriers and VoIP infrastructure. We do not operate as an open or anonymous calling platform. All customers are onboarded through a verification process before being allowed to send traffic.

Our customers are responsible for initiating calls, and we monitor their activity to ensure compliance with applicable laws and regulations related to robocalling and spam prevention.

We do not knowingly permit illegal robocalls or unsolicited spam traffic on our network. Any suspicious or non-compliant activity is investigated and appropriate action is taken, including suspension or termination of service.

3. STIR/SHAKEN Implementation Status

Our company relies on upstream carriers to provide STIR/SHAKEN caller ID authentication. Where STIR/SHAKEN is not fully implemented, we maintain a robocall mitigation program as described below to prevent illegal robocall traffic.

4. Robocall Mitigation Practices

Our company takes the following steps to prevent illegal robocalls:

- Customer Verification (KYC): All customers are verified prior to onboarding, including business identity validation.
- Traffic Monitoring: We actively monitor outbound call traffic for unusual volume, patterns, or behavior indicative of robocalling or spam.
- Use Restrictions: Customers are prohibited from sending unsolicited or illegal robocalls under our terms of service.
- Enforcement Actions: Accounts engaged in suspicious or illegal activity are subject to immediate suspension or termination.
- Call Analytics: We utilize analytics tools and upstream carrier safeguards to detect and reduce fraudulent or unwanted traffic.
- Record Keeping: We maintain records of customer activity and call logs as necessary for compliance and investigations.

5. Traceback Cooperation

We commit to responding fully and within 24 hours to all traceback requests from the FCC, law enforcement, and the industry traceback consortium. We cooperate with all relevant authorities to identify and mitigate illegal robocall activity.

6. Ongoing Compliance

We continuously review and update our robocall mitigation policies and procedures to ensure compliance with FCC regulations and evolving industry standards. We also monitor guidance from regulatory agencies and our upstream providers.