

Wyncell Robocall Mitigation Program

Group F Consulting LLC dba Wyncell
FCC FRN: 0034246249

Overview

Group F Consulting LLC dba Wyncell ("Wyncell") is a wireless telecommunications service provider offering voice, SMS, and data services to end users in the United States. Wyncell operates as a Mobile Virtual Network Operator (MVNO) utilizing the network infrastructure and telecommunications services of its underlying carrier partners.

Wyncell supports industry efforts to combat illegal robocalls, caller ID spoofing, and fraudulent telecommunications activity.

STIR/SHAKEN Implementation

Wyncell relies on STIR/SHAKEN authentication implemented through its underlying carrier and network partners. Calls originated by Wyncell subscribers are transmitted through networks that support STIR/SHAKEN caller ID authentication.

Robocall Mitigation Procedures

- Customer identity verification during account activation.
- Monitoring of accounts for suspicious calling patterns.
- Investigation of complaints involving robocalls or caller ID spoofing.
- Cooperation with law enforcement agencies, the FCC, and authorized traceback organizations.
- Suspension or termination of accounts engaged in unlawful telecommunications activity.
- Maintenance of records necessary to support traceback investigations.

Traceback Cooperation

Wyncell commits to responding promptly to lawful traceback requests and cooperating with the FCC, law enforcement agencies, industry traceback groups, and underlying carrier partners in the investigation and prevention of illegal robocalls.

Compliance Review

Wyncell periodically reviews its robocall mitigation procedures and updates them as necessary to remain compliant with applicable FCC rules and industry best practices.