

ROBOCALL MITIGATION PROGRAM AND CERTIFICATION

Company Name: OnePipe LLC

FRN: 0038531059

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1. STIR/SHAKEN Implementation and Reseller Status

OnePipe LLC is a provider of hosted PBX and SIP trunk services to business customers. The company operates as a non-facilities-based reseller of voice services and does not own or operate the underlying network infrastructure necessary to directly implement the STIR/SHAKEN framework as defined in 47 CFR § 64.6300.

The company obtains numbering resources, PSTN connectivity, and call termination services through upstream voice service providers. STIR/SHAKEN authentication and call signing, where applicable, are performed by those upstream providers. The company does not possess an SPC token and does not control the network elements responsible for STIR/SHAKEN implementation.

2. Customer Verification and Onboarding

Prior to activating voice services, the company performs reasonable due diligence to verify the identity and legitimacy of its customers.

Verification procedures may include:

- Confirmation of business identity through business registration records, tax documentation, corporate websites, or other publicly available information.
- Review of the customer's intended use of voice services.
- Collection and maintenance of customer contact information.
- Review of unusual or high-risk service requests prior to activation.

All customers are required to comply with applicable laws and regulations regarding telecommunications usage.

3. Traffic Monitoring and Fraud Prevention

The company monitors its voice platform for indicators of potentially fraudulent, abusive, or unlawful traffic.

Monitoring activities may include:

- Review of unusual calling patterns.
- Detection of excessive call volumes inconsistent with expected customer usage.
- Investigation of customer complaints regarding unwanted calls.
- Review of traffic originating from newly established customer accounts when warranted.

The company may use automated and manual review processes to identify suspicious activity.

4. Enforcement Actions

If the company becomes aware of potentially unlawful robocalling activity, caller ID spoofing, fraudulent traffic, or other violations of its acceptable use policies, it may take immediate action, including:

- Investigation of the affected account.
- Temporary suspension of services.
- Blocking of traffic associated with suspected abuse.
- Termination of service for customers found to be engaging in unlawful activity.

5. Upstream Provider Compliance

The company obtains voice services from established upstream carriers and service providers. The company seeks to utilize upstream providers that comply with applicable FCC requirements, including participation in the Robocall Mitigation Database where required.

6. Traceback and Regulatory Cooperation

The company cooperates with lawful traceback requests and inquiries from the FCC, law enforcement agencies, the Industry Traceback Group, and other authorized entities.

To the extent available, the company maintains records sufficient to identify the customer account associated with traffic traversing its platform and will make reasonable efforts to respond promptly to valid traceback requests.

7. Program Review

The company periodically reviews its robocall mitigation practices and may update its procedures as industry standards, regulatory requirements, and business operations evolve.