

Signal House LLC

Robocall Mitigation Program Description

Company Information

Company Name: Signal House LLC

Signal House LLC provides communications services, including voice and messaging solutions, to business customers. Signal House is committed to preventing unlawful robocalls, illegal caller ID spoofing, and fraudulent telecommunications traffic from traversing its network.

Purpose

The purpose of Signal House's Robocall Mitigation Program is to: Prevent the origination, transmission, or facilitation of illegal robocalls. Comply with applicable FCC regulations and TRACED Act requirements. Implement reasonable know-your-customer (KYC) procedures. Monitor network traffic for indicators of unlawful robocalling activity. Investigate and respond promptly to traceback requests and regulatory inquiries. Cooperate with industry partners, regulators, and law enforcement agencies. **Customer Vetting and Know-Your-Customer Procedures**

Signal House conducts risk-based due diligence prior to activating voice services for new customers. These procedures may include verification of business identity, collection of formation documents, verification of business information, review of intended use cases, screening for known abuse or fraud, and enhanced review for higher-risk customers.

Traffic Monitoring and Analytics

Signal House utilizes network monitoring and operational review procedures designed to identify suspicious calling patterns, including abnormally high call volumes, short-duration calls, excessive call attempts, unusual answer-seizure ratios, invalid or spoofed caller ID information, known fraudulent traffic, and traffic generating excessive complaints.

SHAKEN/STIR Implementation

Signal House supports the implementation of SHAKEN/STIR caller ID authentication in accordance with FCC requirements and industry standards where technically feasible.

Traceback Cooperation

Signal House responds promptly to lawful traceback requests from authorized traceback organizations and investigates identified traffic, determines the responsible customer or provider when possible, takes corrective action when warranted, and maintains investigation records.

Complaint Management

Signal House maintains procedures for receiving, reviewing, and investigating complaints related to unwanted, fraudulent, or illegal calls. Customers found to be engaging in unlawful calling practices may be subject to immediate suspension or termination.

Enforcement Actions

Signal House reserves the right to suspend services, block suspicious traffic, require additional customer verification, terminate customers violating laws or policies, and report suspected illegal activity to regulators or law enforcement.

Record Retention

Signal House maintains records related to customer onboarding, compliance reviews, traceback investigations, complaints, and enforcement actions in accordance with applicable legal and regulatory requirements.

Program Review

Signal House reviews its Robocall Mitigation Program periodically and updates policies, procedures, and technical controls as necessary.

Compliance Statement

Signal House LLC has implemented reasonable measures to prevent its network from being used to originate, carry, or facilitate illegal robocalls and unlawful caller ID spoofing. The company is committed to maintaining compliance with FCC regulations, the TRACED Act, SHAKEN/STIR requirements, and industry best practices.