

A Plus Business Systems Inc-Robocall Mitigation Program

A Plus Business Systems Inc is a VoIP reseller that provides voice communications services to residential and business customers. The company supports both Bring Your Own Number (BYON) services and the assignment of new telephone numbers obtained through authorized upstream providers.

The company is committed to preventing the use of its network and services for illegal robocalling, caller ID spoofing, and other fraudulent telecommunications activities. *A Plus Business Systems Inc* maintains a robocall mitigation program that is reasonably designed to reduce the origination and transmission of illegal robocalls and to comply with/Pursuant to the rules of the FCC, including 47 CFR Section 64.6305-Robocall Mitigation and Certification

A Plus Business Systems Inc robocall mitigation program includes the following measures:

Customer Verification

1. Collection of customer contact and billing information during account creation.
2. Verification of customer identity and business information, where appropriate, before activating service.

Monitoring and Detection

1. Monitoring network traffic and customer calling patterns for indicators of potentially unlawful activity, including unusually high call volumes, excessive short-duration calls, sequential dialing, and other suspicious behavior.
2. Investigation of alerts, complaints, and abnormal traffic patterns that may indicate illegal robocalling.

Customer Policies

1. Customers are prohibited from using the company's services to transmit unlawful robocalls, spoof caller identification information in violation of applicable law, or engage in fraudulent telecommunications activities.
2. Violations may result in immediate suspension or termination of service.

Response to Illegal Traffic

1. Investigation of reports received from upstream carriers, customers, law enforcement agencies, and authorized traceback organizations.
2. Prompt action to restrict, suspend, or terminate services associated with suspected illegal robocall activity when supported by the facts.

Cooperation with Traceback Requests

1. Cooperation with lawful requests from government agencies, authorized traceback organizations, and upstream providers.
2. Timely responses to traceback requests and preservation of relevant records as required by law.

Recordkeeping

1. Maintenance of customer account information, call records, complaints, investigations, and mitigation actions in accordance with applicable legal and regulatory requirements.

Regulatory Compliance

1. Periodic review and updating of robocall mitigation procedures to remain consistent with applicable FCC rules and industry best practices.
2. Coordination with upstream providers regarding STIR/SHAKEN implementation and other caller authentication requirements, as applicable.

A Plus Business Systems Inc reviews its robocall mitigation program periodically and updates its policies and procedures as necessary to address evolving threats, regulatory changes, and industry best practices. The company is committed to ensuring that its voice services are not used to facilitate illegal robocalling or other unlawful telecommunications activity.