

Robocall Mitigation Program for Online Calls Connect

1. Introduction & Commitment

Online Calls Connect provides fast, secure, and convenient services for mobile phone balance refills and wireless bill payments. We are committed to ensuring our communication channels are used responsibly and do not facilitate illegal or malicious robocalling activities. This document outlines the reasonable steps we take as part of our Robocall Mitigation Program, in compliance with FCC regulations.

2. Caller ID Authentication and Usage

Our policy is to ensure the authenticity of our Caller ID. All outbound calls originating from our platform will use telephone number(s) we are fully authorized to use, such as (931) 205-2797. We will not engage in any form of Caller ID spoofing with fraudulent or malicious intent.

3. Traffic Monitoring and Analysis

Our expected call traffic primarily consists of customer support and service-related communications pertaining to mobile top-ups and bill payments. The volume is anticipated to be low and will largely involve one-on-one conversations with our customers.

We will perform regular manual reviews of our Call Detail Records (CDRs) to identify any unusual patterns, such as an abnormally high volume of short-duration calls or repeated calls to invalid numbers.

Our system is not designed for, and will not be used for, any high-volume, automated dialing campaigns or telemarketing.

4. Responding to Traceback Requests

Online Calls Connect commits to cooperating fully and in a timely manner with any traceback requests from the FCC, law enforcement, and the industry traceback consortium. Upon receiving a request, we will investigate our call logs and respond within 24 hours with the requested information.

5. Client Vetting and Platform Access

Access to our communication platform (our Magnus Billing PBX) is strictly restricted to our company's employees for legitimate business purposes only, specifically for supporting our mobile top-up and bill payment services. We do not resell our VoIP services to unknown third parties, which significantly mitigates the risk of our platform being used for illegal activities.

For any questions regarding this program or to submit a traceback request, please contact:

Edwin Johnson, CEO
edwin@onlinecallsconnect.com