

Cyberfy Services, LLC

Robocall Mitigation Program Description

Overview

Cyberfy Services, LLC provides managed Voice over IP (VoIP) services to business customers throughout the United States. Cyberfy does not engage in telemarketing, mass outbound calling, or robocalling services. Our VoIP platform is intended solely for legitimate business communications.

Cyberfy provides VoIP services exclusively to established business customers and does not market services intended for mass outbound calling campaigns.

Cyberfy is committed to preventing the transmission of illegal robocalls across its network and has implemented reasonable practices designed to detect, prevent, investigate, and mitigate unlawful traffic.

Customer Verification

Prior to activating VoIP service, Cyberfy verifies customer identity using commercially reasonable methods, including business registration verification, contact verification, billing verification, government-issued identification when appropriate, and review of the customer's intended use of the service. Higher-risk customers may undergo additional review.

Acceptable Use Policy

Cyberfy prohibits use of its services for illegal robocalling, unlawful caller ID spoofing, phishing, fraudulent telemarketing, scams, and automated calling without legally required consent. These restrictions are incorporated into customer agreements and Terms of Service.

Traffic Monitoring

Cyberfy monitors for suspicious activity including unusually high outbound call volumes, excessive short-duration calls, rapid traffic increases, abnormal calling patterns, customer complaints, and notifications from upstream carriers. Potential abuse is investigated through automated alerts and manual review.

Response to Suspected Illegal Traffic

When suspicious activity is identified, Cyberfy may investigate the traffic, contact the customer, request additional verification, temporarily suspend service, permanently terminate service, cooperate with upstream carriers, and cooperate with law enforcement or regulatory agencies when appropriate.

Cooperation with Upstream Providers

Cyberfy works with its upstream SIP trunk providers to investigate suspected illegal traffic, responds promptly to traceback requests when applicable, and cooperates with recognized industry traceback efforts.

Employee Training

Personnel responsible for provisioning and supporting VoIP services receive training regarding customer verification, fraud detection, abuse response, and robocall mitigation procedures.

Record Retention

Cyberfy maintains records relating to customer identity, service activation, abuse complaints, investigations, and corrective actions in accordance with applicable legal and business requirements.

Continuous Improvement

Cyberfy periodically reviews and updates its robocall mitigation practices to align with evolving regulatory requirements and industry best practices.

Compliance Contact

Jason Krause
Cyberfy Services, LLC
jason@cyberfyservices.com
404-907-3261
www.cyberfyservices.com