

Robocall Mitigation Program Description

Echocall LLC

Company Information

Echocall LLC
5830 E 2nd St Ste 7000
Casper, WY 82609, USA
Entity type: Limited Liability Company (LLC)
Jurisdiction: Wyoming Secretary of State (USA)
Entity ID: 2025-001817189
Date of formation: November 17, 2025
Represented by: Nico Dennis Günther

1. Company Overview

Echocall LLC ("Echocall") operates a SaaS platform (hub.echocall.de) that enables its business (B2B-only) customers to provision voice trunks, phone numbers, and AI voice/chat agent services. Echocall does not itself operate voice network infrastructure, originate calls on its own switching equipment, or perform STIR/SHAKEN call signing. All underlying telephony infrastructure, number provisioning, SIP trunking, and STIR/SHAKEN authentication are provided by Echocall's underlying carrier partner, DIDWW, via API integration. Echocall serves solely as an ordering, account management, and customer-facing interface layer between its B2B customers and DIDWW's network.

2. Role in the Call Chain

Echocall's customers (businesses only; Echocall does not offer services to consumers) place orders for trunks and numbers through the Echocall SaaS platform. These orders are transmitted via API directly to DIDWW, which provisions the trunk/number and originates the associated voice traffic on its own network under its own STIR/SHAKEN obligations. Echocall does not itself originate, route, or sign calls. Additionally, DIDWW applies its own network-level spam/abuse filtering (including global number blacklist checks), providing a further layer of protection against abusive traffic originating through the platform.

3. Know Your Customer (KYC) and Onboarding

- Echocall operates on a strict B2B-only basis; no consumer accounts are permitted.
- Customer and KYC information required for number/trunk provisioning is collected via the Echocall SaaS platform and transmitted directly to DIDWW via API as part of the provisioning process, subjecting all customers to DIDWW's carrier-level KYC checks in addition to Echocall's own business customer onboarding.

4. Call Monitoring, Abuse Detection and Response

- All outbound and inbound calls made through the Echocall platform are recorded and retained for 90 days, enabling investigation and traceability of platform usage.

- Echocall's voice and chat agent platform offers a "Zero-PII" processing mode, which prevents extraction of personally identifiable information from call content and excludes such content from any model training, while preserving the underlying call records for compliance and traceability purposes.
- Echocall maintains a dedicated abuse-reporting channel (team@echocall.de), staffed 24/7. Reports of abuse are typically actioned — including suspension of the offending customer account and/or the specific phone number(s) involved — in under 30 minutes from receipt.
- DIDWW additionally applies automated, network-level spam/abuse blocking (including global blacklist screening of numbers), which operates independently of and in addition to Echocall's own reactive abuse response.

5. Cooperation with Traceback Requests

Echocall commits to responding fully and within 24 hours to all traceback requests from the FCC, law enforcement, and the Industry Traceback Consortium, and to cooperating with such entities in investigating and stopping illegal robocalls or spoofing associated with its platform. Given Echocall's 90-day call recording retention, relevant call records are available to support such investigations. Where relevant network-level data resides with DIDWW as the underlying carrier, Echocall will promptly coordinate with DIDWW to fulfill such requests.

6. STIR/SHAKEN Status

Echocall has not implemented STIR/SHAKEN call authentication on its own network, as it does not operate call origination infrastructure; all STIR/SHAKEN signing is performed by its underlying carrier, DIDWW, at the network level.

7. Contact for Robocall Mitigation Matters

Nico Dennis Günther
Echocall LLC
Email: team@echocall.de
Phone: +49 3221 2619023

Executed on: 31.08.2026

Signature: *Nico Dennis Günther* (Nico Dennis Günther)