Wajo Inc. Robocall Mitigation Program

Wajo Inc. ("Wajo"), FRN 0039033121, 369 Prentiss St, San Francisco, CA 94110

Overview

Wajo builds fo, a personal AI agent that completes tasks for its users. One of those tasks is placing phone calls, for example calling a business to book an appointment or get a quote. fo places calls one at a time, on behalf of a specific registered user, for a specific task. All calls placed by fo are subject to this program.

Role in the Call Chain and STIR/SHAKEN

Wajo Inc. is a non-facilities based small voice service provider that exclusively relies on the network of its upstream carriers to originate, transport, and terminate calls. Wajo's upstream providers implement STIR/SHAKEN. Wajo has no technical control over the signaling or network elements used to perform STIR/SHAKEN authentication and therefore lacks control of the network infrastructure necessary to implement STIR/SHAKEN within the meaning of 47 C.F.R. § 64.6305(d)(2)(i). Wajo's calls are authenticated and attested by its upstream carriers, and Wajo implements the robocall mitigation program described in this filing for all traffic it originates via those carriers.

Know Your Customer

fo will only place calls for users who have registered an account with Wajo and verified their email address. Anonymous use is not permitted. Every call is tied to the registered account that requested it. Renewing users remain subject to the same requirements.

Know Your Upstream Provider

Wajo originates all calls through Twilio Inc., a provider listed in the Robocall Mitigation Database. Wajo will only use upstream providers that are listed in the Robocall Mitigation Database and will confirm a provider's listing before routing traffic through it.

Call Monitoring

fo calls are task-based: each call is placed to complete a specific task requested by a specific user, and Wajo keeps a record of the user and task behind every call. fo flags unusual call volume for review. Wajo's support team reviews complaints and flagged activity and investigates any user identified through a complaint, a carrier report, or a traceback request.

Terms of Service

fo's Terms of Service prohibit using the service to place illegal, fraudulent, harassing, or unwanted calls, or to spoof caller ID. Wajo may suspend or terminate any user who violates these terms.

Response to Illegal Robocalls

When Wajo learns that a user has placed illegal calls, Wajo suspends that user's calling access, investigates, and terminates the account if the violation is confirmed.

Traceback Commitment

Wajo commits to respond fully and within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with these entities in investigating and stopping any illegal robocallers that use its service to originate calls.
Robocall mitigation contact: Rianna Zhou, GTM, legal@wajo.ai, (415) 562-8188.

Enforcement History

Wajo has not been the subject of any formal Commission, law enforcement, or regulatory agency action or investigation alleging violations of robocalling or call spoofing laws.