Robocall Mitigation Program Description

Numberline Inc. | November 7, 2026

1. Service model and scope

Numberline Inc. provides a virtual phone system for small businesses. It currently resells voice services supplied by Twilio and SignalWire and serves its own business customers. Numberline does not provide wholesale voice transit or accept traffic from other voice service providers as customers. This program applies to calls placed through Numberline by its customers.

2. Responsible contacts

Primary: Siamak Taghaddos, Founder
Backup: David Hauser, Founder
Department: Compliance
Email: compliance@numberline.com
Telephone: 702-919-0550
Business address: 5940 S Rainbow Blvd, 400-38077, Las Vegas, NV 89118

The Compliance and Engineering teams administer customer review, automated controls, and abuse response. The shared compliance mailbox notifies the team when messages arrive. Management and Compliance oversee this program and maintain the FCC filing. David Hauser provides backup to the primary contact.

3. STIR/SHAKEN status and exemption

Numberline does not control the underlying carrier network infrastructure necessary to implement STIR/SHAKEN and does not perform call signing. It relies on the exemption for providers that lack such control, recognized in the FCC First Caller ID Authentication Report and Order, FCC 20-42, paragraph 40. This explanation is provided pursuant to 47 CFR § 64.6305(d)(2)(i). Numberline reports no STIR/SHAKEN implementation under its current operating arrangement.

The exemption is limited to STIR/SHAKEN implementation. Numberline remains responsible for applicable robocall mitigation, traceback cooperation, and Robocall Mitigation Database obligations. Changes in network control or carrier arrangements will be evaluated for their effect on implementation obligations and filing status.

4. Customer information and review

Numberline collects customer name, address, business name, telephone number, and payment information during onboarding. Customer information is maintained in its database with audit records. The Compliance and Engineering teams use internal automation rules and staff review to assess registrations and customer activity, including existing and renewing customers.

Customers accept the Terms of Service at sign-up. The Terms require accurate, complete, and current account, business, billing, and verification information. They permit Numberline to request supporting information, delay activation, restrict traffic, or suspend or terminate service when verification is incomplete, inaccurate, or inconsistent with actual use.

Monitoring and cooperation

5. Traffic monitoring and immediate intervention

Numberline uses its own tools and automation rules together with tools supplied by Twilio and SignalWire to monitor calling and address suspected illegal activity or abuse. Compliance and Engineering manage these controls and review suspicious activity. Numberline can immediately stop affected calling, including through automated and AI-assisted controls, and can restrict or suspend a customer account.

Numberline can identify the customer associated with a call using the calling number and timestamp. Customer and call records are stored in its database with audit records and can be retrieved for investigation and traceback response. These records connect an investigated call to the responsible customer account.

6. Customer contractual safeguards

The Terms require compliance with applicable calling laws, carrier requirements, consent and do-not-call obligations, and restrictions on misleading or unauthorized caller identification. They prohibit unlawful conduct, spoofing, fraud, spam, and other abusive communications. Customers must provide consent records, complaint information, and other evidence reasonably requested by Numberline or a carrier.

The Terms authorize automated traffic analysis and limited human review, requests for further verification or remediation, and immediate restrictions or suspension for suspected illegal activity, abuse, unusual traffic, or carrier or governmental direction. They permit termination for illegality, fraud, abuse, repeated violations, and other specified grounds. Relevant provisions appear in Terms Sections 3, 4, 6.3, 10, 13, 14, 20, and 21.

7. Underlying service providers

Twilio and SignalWire supply the current underlying voice services. Numberline uses these providers' tools alongside its own controls. Its role is retail service to its own customers; it does not onboard other voice service providers for wholesale origination or transit. Management and Compliance maintain the description of the providers used and update the program and filing when those arrangements change.

8. Traceback and investigation cooperation

Numberline commits to respond fully and within 24 hours to all traceback requests from the FCC, law enforcement, and the industry traceback consortium, and to cooperate with those entities in investigating and stopping illegal robocallers using its service. Requests may be directed to compliance@numberline.com or 702-919-0550.

The shared compliance mailbox notifies the team. The primary contact, backup contact, and Compliance and Engineering teams use the customer and call records to identify the affected account and calling activity, provide responsive information, and stop illegal activity. Management remains responsible for fulfillment of the response commitment.

9. Program maintenance

Management and Compliance are responsible for reviewing this program following material operational changes and abuse incidents, maintaining accurate RMD information, updating the filing within 10 business days of changes to required information, and completing required annual recertification. The filed description must continue to reflect the service providers, network role, and mitigation measures actually in use.

Authorities: 47 CFR §§ 64.1200(n), 64.6305(a), (d)(2), (d)(5), and (h); FCC 20-42, para. 40; FCC 23-18, para. 40. Terms of Service: https://numberline.com/terms.