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For Immediate Release**FCC TO REMOVE VOICE SERVICE PROVIDER FROM ROBOCALL MITIGATION DATABASE*****Voice Service Providers Will No Longer Be Allowed to Accept Voice Traffic from BPO Innovate For Failing to Adhere to Robocall Regulations***

WASHINGTON, March 27, 2024—The FCC’s Robocall Response Team today announced that voice service provider BPO Innovate will be [removed](#) from the Robocall Mitigation Database for neither meeting its obligations to cooperate with robocall investigators nor filing a detailed plan to mitigate the presence of illegal traffic on its network. Removal from the database means that all voice service providers and intermediate providers must now cease accepting traffic directly from BPO Innovate.

Today’s order from the FCC’s Enforcement Bureau follows similar recent orders against other carriers for failing to comply with Robocall Mitigation Database filing requirements. As inclusion in the database is generally necessary to operate as a voice service provider in the United States, the Commission’s establishment of a regulatory process to ensure providers actively protect consumers from illegal robocalls or face removal from the database provides unprecedented leverage for the Commission to shut down illegal robocall campaigns.

FCC Chairwoman Jessica Rosenworcel:

“Scammers are still finding ways to defraud consumers and degrade public trust in our communications networks. So, we won’t let up either. We have tools available to go after illegal robocallers and the phone companies that help them, and we will continue to use them. We won’t stop targeting bad actors that let unwanted robocalls harass and exploit consumers. If you break the law, we’ll keep coming after you.”

What’s New?

The FCC’s removal of BPO Innovate’s certificate from the Robocall Mitigation Database will require other providers to cease accepting traffic from the company. Under penalty of perjury, BPO Innovate swore to work with investigators to trace back the origins of illegal robocall traffic that passed through its network. However, it has not responded to multiple traceback requests from the official Industry Traceback Group. BPO Innovate also swore to submit a robocall mitigation plan. Instead, it uploaded an IRS letter certifying that it has an employee identification number. The letter is not an adequate plan to stop illegal robocall traffic from reaching consumers.

How Did We Get Here?

Under the Commission’s rules, the FCC’s Enforcement Bureau may remove a provider’s deficient filing from the Robocall Mitigation Database. Prior to removal, FCC staff contacts the provider to notify it that its filing is deficient, explain the nature of the deficiency, and give 14 days for the provider to cure the deficiency. If the provider fails to cure the deficiency, the

Bureau releases an order concluding that the provider's filing is deficient based on the available evidence. The order gives the provider a final 14 days to cure the deficiency in its filing and explain why the Bureau should not remove the company's certification from the Robocall Mitigation Database. When a provider fails to cure the deficiency or produce a sufficient explanation why its filing is not deficient, the Bureau orders the removal of the provider from the Robocall Mitigation Database. Today, the Bureau issued this final Order.

To date, the FCC has removed 14 providers from the Robocall Mitigation Database. In February, the Bureau issued removal orders against Teleclub, Viettel Business Solutions Company, Etihad Etisalat (Mobily), Claude ICT Poland Sp. z o. o. dba TeleCube.PL, Nervill LTD, Textodog Inc. dba Textodog and Textodog Software Inc., Phone GS, Computer Integrated Solutions dba CIS IT & Engineering, Datacom Specialists, DomainerSuite, Inc., Evernex SMC PVT LTD, Humbolt Voip, and My Taxi Ride Inc, for apparent violations of their obligations under the Robocall Mitigation Database rules.

What's Next for the Company?

BPO Innovate is being removed from the Robocall Mitigation Database and thus other voice service providers will no longer be able to accept its traffic. The FCC today ordered that "all intermediate providers and voice service providers *must* cease accepting traffic from BPO Innovate." The company will not be able to refile in the Robocall Mitigation Database unless and until it demonstrates to the FCC's Enforcement and Wireline Competition Bureaus that it has addressed and resolved all deficiencies.

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This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action. See MCI v. FCC, 515 F.2d 385 (D.C. Cir. 1974).