

Update on SAFE Act Compliance and Cisco's BroadWorks

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Overview

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At Cisco, we are committed to helping our partners and customers stay informed about important regulatory requirements, such as those outlined in the SAFE Act. We want to clarify how these obligations apply to Cisco BroadWorks.

For most Small And Medium Businesses (SMBs) and residential or consumer mobile customers, SAFE Act compliance requirements—such as providing invoices, online bills, and call records—are the responsibility of the service provider.

The Cisco BroadWorks solution is delivered to service providers who, in turn, serve SMB and residential customers, and in some cases mobile customers. The service provider is responsible for ensuring SAFE Act compliance, including all obligations related to billing and online records. BroadWorks itself does not control these elements directly. Additionally, the SAFE Act does not govern call records shown on phones or calling apps that may be connected to or controlled by BroadWorks.

Cisco remains committed to being a responsible partner. We continue to monitor evolving regulations and are prepared to support necessary updates to BroadWorks. Additionally, there may be support or development items that would benefit Service Providers in their compliance with the SAFE Act. Partners are welcomed and encouraged to share such asks with the product management team.

If you have any questions or need further information, please contact your Cisco sales representative.

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