

INTRODUCTION

Anveo is strongly committed to preventing robocalls. Anveo has full STIR/SHAKEN implementation. Anveo uses industry best practices for limiting robocalling on our platform, including Calls Per Second restrictions and Outgoing Channels restrictions.

MITIGATING ROBOCALL ORIGINATION

Anveo's Terms of Use strongly prohibit fraud, scam, spam, robocalls, telemarketing, and other similar activities as well as any use of auto-dialer, telemarketing devices, and other similar tools.

Anveo limits the number of calls per second and limits the number of concurrent outgoing calls for all customers.

All new customers are assigned very low CC (Concurrent Calls), CPS (Calls Per Second), CPM (Calls Per Minute), CPD (Calls Per Day) parameters. If the customers need higher metrics, they must submit a request upon which we perform additional verifications before accepting or rejecting the request for higher metrics.

Accounts that originate a large number of short calls and low Answer-to-Seizure Ratios (ASR) are automatically flagged, reviewed, and suspended when necessary.

KNOW YOUR UPSTREAM PROVIDER

Anveo contracts with a limited number of CLECs that provide Anveo with telephone number resources and inbound call termination services. Anveo verifies that each CLEC from which it accepts inbound traffic has an active filing in the Robocall Mitigation Database, and periodically re-verifies the RMD status of these providers and will promptly address any situation in which a provider's filing is de-listed or removed pursuant to an enforcement action.

KNOW YOUR CUSTOMER

Our "Know Your Customer" procedures include collecting and verifying customer details and billing information.

We have a security team that manually screens all payments made by customers. For any customer we classify as high risk, we request additional information from the customer. All information submitted is manually reviewed before approving payments and/or activating the service.

CALL ANALYTICS SYSTEMS

Anveo monitors call volume across its network and examines patterns that may be associated with fraud or robocall usage.

Anveo uses in-house analytics tools to identify and block illegal traffic. Our analytics system monitors accounts with large number of short calls and low Answer-to-Seizure Ratios, and automatically enforces CC (Concurrent Calls), CPS (Calls Per Second), CPM (Calls Per Minute), CPD (Calls Per Day) metrics.

AFFILIATES

Anveo Inc. does not have any subsidiaries or parent companies.

CALL MONITORING

All outgoing calls in our network are traceable to the originating customer for at least 1 year.

TRACEBACKS

Anveo is fully committed to complying with law enforcement requests, traceback requests, and other similar lawful requests. We participate in and act on reports from industry partners including the USTA Industry Traceback Group (ITG), Bandwidth, and Iristel. Violations are reviewed and responded to within 24 hours.