

Robocall Mitigation Plan



ENTITIES COVERED

The following entities are subject to the robocall mitigation policies and procedures described in this document:

- Alyrica Networks, Inc
- Alyrica Telephone LLC dba Next Gen Phone Systems
 - OCN: 9882, 373J

DESCRIPTION OF ROBOCALL MITIGATION PROGRAM

Know Your Upstream Provider

We partner with Inteliquent / Sinch and VoIP Innovations for call origination and termination. We have verified that both of these providers are present in the RMD and certify their compliance with robocall mitigation requirements. Any other providers we choose to partner with will be verified to be in compliance with robocall mitigation requirements.

Know Your Customer

Alyrica operates as a VoIP provider to residential and business end users. We collect the name, service address, billing address, contact phone number, and contact email for each customer. The customer is required to present valid ID. The service address sight is visited by a company representative before service is activated. We do not provide wholesale or resale service.

Restricted Outbound Caller ID

Customers are restricted to using a caller ID that matches a DID assigned to their account. Access to alter their outbound caller ID is not permitted. In this way, we ensure that each outbound call contains a valid, non-spoofed caller ID.

Customer Contractual Provisions

We currently have no customer contractual provisions related to the mitigation of robocalling.

STIR/SHAKEN Compliance

Alyrica is fully compliant with STIR/SHAKEN requirements. We have applied for and obtained our own certificate. We use this certificate to sign our outbound calls with attestation A, as we can attest that each customer is using an accurate caller ID.

Identification and Blocking of Illegal Traffic

We rely on our upstream provider's (Sinch) monitoring ability to detect illegal activity originating from our network. Upon being informed of the suspected illegal activity, we will perform a full investigation to identify the source of the activity, reaching out to the customer to establish the validity of the traffic. Steps will be taken to end any illegal activity as quickly as possible.

Traceback Requests

Upon receipt of a traceback request, a full investigation will be performed to determine the source of the suspicious activity in a timely manner. We will comply as required with law enforcement and government body investigations.