

Natterbox
Robocall Mitigation Plan
(Updated February 2026)

Introduction

This Robocall Mitigation Plan (RMP) details the reasonable steps and actions taken by Natterbox (“Natterbox”) to mitigate and eliminate illegal robocalling. Natterbox has an ongoing commitment to identify and help alleviate illegal robocalling by pre-qualifying prospective customers, monitoring existing customers for traffic patterns indicative of prohibited robocalls, and working with other providers and regulatory agencies in combatting fraudulent voice activity.

Natterbox provides business-to-business voice services. All calls that originate on its network are subject to a robocall mitigation program. All telecom services rely extensively on Natterbox’s underlying providers for STIR/SHAKEN implementation and other robocall mitigation efforts. Natterbox’s underlying carrier partners are Sinch, Bandwidth and Peerless.

The Company is a foreign voice service provider.

The Company does not sell services to international call originators using North American Numbering Plan Numbers.

Compliance History

In the past two years, the Company (and/or any entity for which the filing entity shares common ownership, management, directors, or control) has not been the subject of a formal Commission, law enforcement, or regulatory agency action or investigation with accompanying findings of actual or suspected wrongdoing due to the filing entity transmitting, encouraging, assisting, or otherwise facilitating illegal robocalls or spoofing, or a deficient Robocall Mitigation Database certification or mitigation program description.

No prior RMD certification has been removed by the Commission. The Company has not been prohibited from filing in the Robocall Mitigation Database by the Commission.

The person within the Company responsible for addressing all robocall mitigation-related issues, is:

Name: Lisa Farrier

Title: Compliance and Information Security Officer

Department: Regulatory

Telephone Number: UK Direct Dial +44 3331502018

Email Address: telreg@redmater.com

STIR/SHAKEN Implementation

Natterbox has fully implemented the STIR/SHAKEN authentication framework across the entire IP portion of its network, and all calls it originates are compliant with § 64.6301(a)(1) and (2).

Natterbox is an authorized Service Provider registered with the Secure Telephone Identity Policy Administrator (STI-PA) and participates in the Signature-based Handling of Asserted Information Using toKENs (SHAKEN) ecosystem. The Company uses its underlying service providers' hosted signing solutions to sign its customers' outgoing calls with the appropriate attestation level using Natterbox's certificate from its Certificate Authority, Neustar

Natterbox does not allow its customers to spoof CallerID, so any outgoing CallerID can easily be traced back to Natterbox's customer.

The Company does not use a third-party call analytics vendor (not including analytics provided by its underlying service providers).

Traceback Requests

The Company commits to respond fully and in a timely manner to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to originate calls.

If a traceback exposes an existing customer as the source of fraudulent robocalls, or as having transmitted fraudulent robocalls, a demand for an explanation and verification of mitigation of the traffic is issued to the customer. If the fraudulent traffic is not remediated, Natterbox initiates blocking of all traffic from the offending customer.

The Company's point of contact to handle traceback requests is:

Name: Lisa Farrier

Title: Compliance and Information Security Officer

Department: Regulatory

Telephone Number: UK Direct Dial +44 3331502018

Email Address: telreg@redmater.com

Know Your Customer

Natterbox has implemented Know Your Customer policies when onboarding new or renewing customers to ensure that such customers and providers do not or are not likely to engage in any prohibited conduct. The Company requires agreements to be signed by an authorized person.

E911 locations are recorded for each phone number. A physical business location and local contact person is required for service with the Company.

Natterbox will not activate clients that provide anonymous information or where data mismatches are found. Additionally, prospects are required to agree to Natterbox's strict Acceptable Use Policies (AUP) prohibiting the act of fraudulent voice activity as a condition of doing business with Natterbox.

Prospects or current customers who have been known to act improperly or otherwise be involved in fraudulent robocalling will cause their companies to be rejected by Natterbox as a customer and any existing customer relationships could potentially be severed.

Further, Natterbox's AUP requires all customers to comply with the Telephone Consumer Protection Act and its implementing regulations, the Telemarketing Sales Rule, regulations implementing the FCC's national Do-Not-Call registry, and all other rules and regulations governing the sending of telemarketing calls and/or robocalls.

Telephone Number Validation:

A Telephone Number ("TN") based caller identity is the originating phone number included in call signaling used to identify the caller for screening purposes that is uniquely associated with the subscriber. A subscriber is permitted to use a TN as a caller identity if a TN is directly managed by Natterbox and/or obtained by Natterbox from Natterbox's underlying carrier for use by the subscriber.

For subscribers with multi-line telephone systems, Natterbox and its underlying providers only allow calls to be connected if the originating number matches one of the TN's assigned to the subscriber. This screening capability enables an automated and secure method of validating originating telephone numbers.

Ongoing Robocall Mitigation

Natterbox monitors and examines customer traffic to detect suspicious call activity and/or calling patterns. When Natterbox and/or its underlying providers detect network usage patterns consistent with illegal robocalls or suspect illegal robocalling is taking place, Natterbox will immediately seek to identify the party that is originating, terminating, or routing these calls so that it may take appropriate action. The actions taken may include, but are not limited to, initiating a traceback investigation; verifying that the originating customer owns or is authorized

to use the Caller ID number; determining whether the Caller ID name sent to a receiving party matches the customer's corporate and/or d/b/a name; block (or initiate third-party blocking) the party's ability to originate, terminate, or route calls on the network; and/or providing notice to law enforcement authorities.

As part of its plan to mitigate and prevent any originating robocalls, Natterbox is committed to early identification and investigation of possible robocalling conditions. Among other things, Natterbox watches for higher-than-normal subscriber traffic volume, including large bursts of traffic in small timeframes or spikes in usage. Natterbox also monitors for originating calls of short duration and low call completion percentages and originating calls with sequential "called to" number dialing patterns.

Updating Natterbox's RMD Submission and RMP

Consistent with FCC Regulations, 47 C.F.R. § 64.6305(d)(5), (e)(5) and (f)(5), Natterbox will update its submission in the RMD within 10 business days of any change to the applicable information it must provide and update in the RMD.

The Company's RMP continues to develop as the Company and the industry gain expertise and deploy new robocall mitigation strategies and will be supplemented in future updates.