

Robocall Mitigation Plan for ECG, Inc.

Last Update: February 25, 2026

Voice Service Provider Information

Business Name:	ECG Inc.
Role Played in the Call Chain:	Voice Service Provider with a STIR/SHAKEN Obligation serving End users
OCN:	900A
Primary Address:	505 N Toombs Street Valdosta, GA 31601
Other business names in use:	NGTelecom a Division of ECG Inc.
Business names previously used:	NG Telecom Inc.
Is this a foreign voice provider:	No
Principals:	James G Puckett Sherwin A Crown Mark R Lindsey Brian M Tate
Subsidiary Companies:	None
Parent Companies:	None
Affiliate Companies:	None

Point of Contact Robocall Mitigation

Name: Stephen Rice
Title: Controller
Department: Accounting
Business Address: 505 N Toombs Street
Valdosta, GA 31601
Phone number: 229-316-0011
Email address: srice@e-c-group.com

Because US Federal Law and Federal Communications Commission (FCC) regulations require implementation of the SHAKEN/STIR framework or implementation of other policies, ECG, Inc. (abbreviated as "ECG") has established this Robocall Mitigation Plan with the goal of substantially reducing the risk of originating illegal robocalls. ECG certifies that all calls we originate on our network are subject to our robocall mitigation program meeting the necessary requirements, that any prior certification has not been removed by Commission action and we have not been prohibited from filing in the Robocall Mitigation Database, and we have fully, implemented STIR/SHAKEN on the IP portions of our networks.

ECG is not subject to a Commission, law enforcement, or regulatory agency action or investigation due to suspected unlawful robocalling or spoofing.

1. Know-Your-Customer Policies

- ECG services exclusively small business voice customers.
- ECG has physical, in-person meetings with our customers at their place of business.
- ECG does not service large commercial customers or VoIP wholesale customers.
- ECG does not allow foreign entities (i.e., those based permanently outside the United States) to connect directly to the network to place outbound calls. However, US-based clients may travel to use services outside the United States in compliance with laws and regulations.
- To prevent spoofing, ECG collects and verifies information for each commercial customer, including details such as the physical business location, contact persons, state or country of incorporation, and federal tax ID.
- For each customer, ECG verifies the right of that customer to use each telephone number that they wish to call from.
- ECG does not permit the temporary use of or rental of telephone numbers.

2. Industry Traceback

- ECG has official security officers appointed to respond to all traceback requests from the commission, law enforcement, and the registered traceback consortium, and will cooperate in investigating and stopping any illegal Robocallers originating calls on our networks.
- When requested, ECG will put a high priority on cooperation with traceback requests initiated by the FCC-authorized Industry Traceback Group.
- Customers are required to assist in traceback investigations.
- ECG has a 24x7 division designated to handle traceback requests and coordinate with outside investigations. The contact information is: +1-229-244-2099 option 4.
 - Authorized Traceback technical support personnel: Mark Lindsey, Brian Tate, Sherwin Crown, James Puckett

3. Contracts

- ECG contractually mandates Terms of Service that prohibit activities that can enable robocalling, such as:
 - Providing deceptive, misleading information about the identity of the calling party or the origin of a telephone call
 - Violating any local, state, or federal law
 - Using the service to engage in fraudulent or misleading activity
- For outbound calling to the PSTN, and inbound calling from the PSTN, ECG only uses US-based Intermediate Providers registered in the FCC Intermediate Provider database.

4. STIR/SHAKEN Certificate

ECG attests calls using STIR/SHAKEN software running in its own infrastructure using an ECG-owned certificate, based on an SPC Token issued to ECG.

5. Affirmative Measures To Prevent Robocalling

- The volume of calls placed by users is limited to no more than two concurrent calls per user, or one concurrent call per SIP trunk channel authorized.
- ECG does not permit subscribers or SIP trunking users to place outbound calls from "unscreened" numbers. This means that users may only initial calls using calling party numbers for which the customer has provided evidence of the right to use.
- ECG does not allow a customer to place an outbound call using a telephone number unless they have ported the telephone number to us, or else they have ordered a new telephone number provided exclusively by ECG.

- We offer no services for firms offering automated dialing or playing pre-recorded or AI-based messages.
- ECG operates fraud prevention software developed internally to monitor and alert for calls that match robocalling patterns. This system, FraudStopper, alerts a 24x7 Network Security Operations Center. In case a high volume of calls is detected, the offending accounts will be shut down.
- ECG's carriers route to/from the PSTN (which may include Bandwidth.com, Comcast, Lumen, Sinch and/or Tenyx) operate blocking measures to track and minimize the risk of illegal outbound calls.

ECG certifies that all calls we originate on our network are subject to our robocall mitigation program meeting the necessary requirements, that any prior certification has not been removed by Commission action and we have not been prohibited from filing in the Robocall Mitigation Database, and we have fully, implemented STIR/SHAKEN on the IP portions of our networks.

I certify under penalty of perjury that the foregoing is true and correct. Executed on February 25, 2026



Stephen Rice

Secretary, ECG, Inc.