

STIR/SHAKEN Compliance

Vantage contracts with TransNexus, now utilizing the TransNexus ClearIP functionality to support all outbound calling, applying the necessary attestations to each call.

We continue to apply the following reviews and policies to our customers;

User/Customer Vetting

Prior to the implementation of new customers, and their (employee) users, Vantage personnel perform an in-depth discovery process on the customer's intended use and goals for use of Vantage services. Information obtained prior to service activation includes (but is not limited to); physical location of each user (or base location of nomadic users), user name and role, operating hours, and the nature of the customer's business (products and/or services).

Regulating Outbound Dialing

Our customers are strictly prohibited from using our services for outbound dialers or other high-volume dialing activities. Each customer is subject to call path limitations, with the maximum number of concurrent calls or call attempts not to exceed the number of subscribers. In addition, these limits vary by business hours set by the customer, decreasing for 'closed' hours.

Preventing Telephone Number Spoofing

Prior to activation, Vantage confirms that our customers have a verified association with the telephone numbers which we will port to Vantage (via our carrier partners). Customers are only allowed to place outbound calls using telephone numbers assigned to their account and which have been provisioned on our routing server. Telephone numbers can only be configured/assigned to a customer by Vantage employees. Numbers can only be configured on our routing server by Vantage authorized personnel. Our carrier partners only complete calls originating from our trunk connections which are presented with a Vantage telephone number, which has been assigned by said carrier, effectively preventing telephone number spoofing.

Enforcing End-Point / Device Registration Constraints

Our network permits only approved, authorized end point devices (such as specific telephone models), to connect to or register on our platform. As such, unknown device types, non-authorized device types and applications are blocked from operating (or making calls) on our platform. We maintain a succinct set of approved telephone models, ATA models, and softphone applications. No bulk or automated calling systems or applications are included in our approved end-point roster.

Manual Review and Authorization of New User Creation

New user profiles must undergo manual review and approval by a Vantage staff member before going live on our network. We do not permit automated new user creation. Remote provisioning of a new user or telephone number requires review and approved by a staff member.

VoIP Platform Monitoring Toolset

We have deployed the Oracle Communications Operations Monitor system. This provides real-time views of customer traffic, anomalies, and calling statistics which aid in identifying suspicious traffic.

Commitment

Vantage is committed to dedicating the time and technical resources necessary to prohibit robocalls from originating on or routing through its platform. We have taken, and continue to strive to restrict use of all services from automated (robocaller) systems, and actively review all customers and users to ensure no such companies or individuals are authorized for use of Vantage services.