

CBIT, Inc.

Robocall Mitigation Program Description

Introduction: CBIT, Inc. is committed to combating the proliferation of illegal robocalls and ensuring the integrity of voice communications for our customers. In compliance with the Federal Communications Commission (FCC) regulations outlined in DA 24-73, CBIT, Inc. has developed a comprehensive Robocall Mitigation Program designed to detect, prevent, and mitigate the impact of unwanted robocalls on our network.

Program Components:

1. **Call Authentication:** CBIT, Inc. implements STIR/SHAKEN call authentication protocols with Full Attestation (A) to verify the authenticity of caller identification information. This ensures that calls traversing our network are accurately labeled, enabling end-users to make informed decisions about answering incoming calls.
2. **Call Treatment:** Applies treatment to inbound calls such as blocking repeated robocalls as well as whitelisting or blacklisting phone numbers, voice recognition, two-digit random numbers and more based on customer-specific rules, or pre-set policy options determined by attestation levels A, B or C using Inteliquent's analytics and Neustar's enhanced caller name (CNAM) solution
3. **Subscriber Call Management:** We empower our subscribers with tools to manage their call preferences, including options to block specific numbers, enable screening features, and report suspicious calls. This hands-on approach puts control back into the hands of our customers, allowing them to customize their call experience.
4. **Compliance Monitoring:** CBIT, Inc. continuously monitors its Robocall Mitigation Program with its partner Sinch/Inteliquent to ensure compliance with FCC regulations and industry best practices.

Collaboration and Information Sharing: CBIT, Inc. actively collaborates with industry partners, regulatory agencies, and law enforcement to share information and intelligence related to robocall activity. By participating in cross-industry initiatives and sharing best practices, we contribute to a collective effort to combat illegal robocalling on a broader scale.

Conclusion: CBIT, Inc.'s Robocall Mitigation Program is a multi-faceted approach to combatting the scourge of illegal robocalls. By employing advanced technology, empowering customers, and fostering collaboration, we aim to protect the integrity of voice communications and enhance the overall calling experience for our subscribers. Our commitment to compliance, innovation, and customer-centric solutions drives our efforts to stay ahead of evolving robocall threats and deliver a safer, more secure communication environment.