



March 6th, 2025

Robocall Mitigation Plan

Know Your Customer

Avid performs subscriber vetting for all accounts including service offering coordination plans that analyze the subscriber's inbound and outbound traffic. Avid also requires company owned, installed and controlled edge equipment for all higher volume call setups, ensuring customer integrity and confirming use of services.

Avid requires written confirmation of end user's rights to use non-Avid controlled telephone numbers.

Avid has also updated terms of service related to acceptable use of the Avid network, specifically addressing any illegal robocall activity.

Traceback

Avid will respond to all traceback requests from the Commission, law enforcement and the registered traceback consortium. Avid will also cooperate with entities investigating and stopping any illegal robocallers.

Reputation Monitoring

Avid subscribes to the TNS Call Guardian service for all Avid owned numbers that is monitored on a regular basis. Negative reputation scores are investigated, and further action is taken as required.

Avid also uses the Call Guardian service to identify potential robocalls and block known robocall numbers.

STIR/SHAKEN

Avid has implemented STIR/SHAKEN for the IP portions of traffic. Avid will also implement call authentication for voice calls delivered over the non-IP portions of its network that do not use SIP technology when such a protocol is developed and finalized by industry standards.