

This document shall serve to outline the steps Terabyte Holdings LLC has taken to prevent any robocallers from originating calls on our network.

- THLLC is neither a voice services provider, nor an intermediate provider. THLLC provides operator services and answering services. THLLC operate as an inbound call center.
- THLLC does not originate calls that we do not own. THLLC receives calls from multiple carriers and sends those calls to the THLLC call center. It is not possible, through normal operations, to initiate calls from THLLC for customers we do not own the ANI for. THLLC carriers all support STIR/SHAKEN and sign the traffic.
- STIR/SHAKEN obligations are not applicable for our business.
- The THLLC network is secured through industry-standard encryption and external access is facilitated through Virtual Private Networking.
- All external carrier access to THLLC is restricted to known customers only via ACL.
- The THLLC platform has robocall detection and automatic blocking implemented. A sudden increase in the velocity of calls from a provider will be automatically flagged as robocalls and blocked. Manual intervention is then required to unblock. This is to prevent the unauthorized access of a legitimate provider by bad actors.
- THLLC blocks all non-US-based calls.
- THLLC only processes calls with correctly formed ANI's. THLLC carriers do not send us calls that are untrusted.
- THLLC does not possess equipment that performs automated outbound calls.

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Terabyte Holdings LLC