

Strata Pointe Technologies, LLC

Robocall Mitigation Plan

Introduction

This document details the reasonable steps and actions taken by Strata Pointe Technologies, LLC ("Strata Pointe") to mitigate and eliminate illegal robocalling. Strata Pointe has an ongoing commitment to scan for and help alleviate illegal robocalling by pre-qualifying prospective customers, monitoring existing customers for traffic patterns indicative of prohibited robocalls, and working with other providers and regulatory agencies in combatting fraudulent voice activity.

Strata Pointe provides interconnected Voice over Internet Protocol ("VoIP") calling services. All telecom services are provided on a resale-only basis. As a telecom reseller, Strata Pointe is dependent on our underlying provider's assistance with monitoring their networks for fraudulent voice calling patterns.

Know Your Underlying Provider

Strata Pointe Technologies, LLC has master service agreements with our upstream providers and has received written assurances from their officials that it has and will continue to sign calls submitted to Strata Pointe Technologies, LLC and will abide by the FCC's STIR/SHAKEN and robocall mitigation rules in all respects when providing voice services to Strata Pointe. Strata Pointe and its upstream providers have agreed to work together diligently to mitigate all illegal robocalls, including cooperating fully when receiving traceback requests.

Know Your Customer

Screening interviews are performed to understand potential customer business models and the potential, or lack thereof, for involvement in fraudulent robocalling schemes. The businesses we serve are local to our city and we know they are legitimate. We do not allow online signups.

In our research of the prospect, Strata Pointe will not activate clients that provide anonymous information or where data mismatches are found. Additionally, prospects are required to agree to Strata Pointe's strict policies and contractual terms prohibiting the act of fraudulent voice activity as a condition of doing business with Strata Pointe.

Individuals associated with prospects or current customers who have been known to act improperly or otherwise be involved in fraudulent robocalling will cause their companies to be rejected by Strata Pointe as a customer and any existing customer relationships could potentially be severed.

Traceback Requests

Strata Pointe is committed and will respond fully within 24 hours to all Traceback Requests from the FCC, law enforcement agencies, and the industry traceback consortium and vows to cooperate with these agencies in investigating and stopping any illegal robocallers that use our service to make calls. Strata Pointe will devote sufficient resources to provide prompt and complete information to traceback requests. Our point of contact to handle all traceback requests is:

Sean Burgin
VoIP Engineer
502-364-5100

We can review the call detail records of any calls made from our systems. We will review the activity and can stop any outbound traffic if the activity is deemed suspect.

Telephone Numbers

A Telephone Number (“TN”) based caller identity is the originating phone number included in call signaling used to identify the caller for screening purposes that is uniquely associated with the subscriber. A subscriber is permitted to use a TN as a caller identity if a TN is directly managed by Strata Pointe and/or obtained by Strata Pointe from Strata Pointe’s underlying carrier for use by the subscriber. Numbers can also be allocated by Strata Pointe or ported using information from previous bill matching customer information.

For subscribers with multi-line telephone systems, Strata Pointe and our underlying provider only allow calls to be connected if the originating number matches one of the TN’s assigned to the subscriber. This screening capability enables an automated and secure method of validating originating telephone numbers.

International Calling

Strata Pointe is not currently an international voice services provider. If at any time Strata Pointe does decide to sell our services to international customers using North American Numbering Plan resources, we will familiarize ourselves with and develop best practices for full vetting of such customers and work with our underlying provider to perform the necessary telephone number validation on all international originated calls.

Call Analytics

As a reseller, Strata Pointe must rely on our underlying provider and/or their third-party vendors to determine if originating calls should be blocked based on call analytics practices. We have call details records of all calls that leave our system. If there is suspicious activity, we can block the traffic and reach out to the users for additional information.

Ongoing Robocall Mitigation

Strata Pointe monitors and examines call detail records (CDRs) on a repeating basis to detect suspicious call activity and/or calling patterns. When we and/or our underlying provider detect network usage patterns consistent with illegal robocalls or suspect illegal robocalling is taking place, we will immediately seek to identify the party that is originating, terminating, or routing these calls so that we may take appropriate action. The actions taken may include, but are not limited to initiating a traceback investigation; verifying that the originating customer owns or is authorized to use the Caller ID number; determining whether the Caller ID name sent to a receiving party matches the customer's corporate and/or d/b/a name; block the party's ability to originate, terminate, or route calls on the network; and/or providing notice to law enforcement authorities.

As part of our Plan to mitigate and prevent any originating robocalls, we are committed to early identification and investigation of possible robocalling conditions. Among other things, we watch for higher-than-normal subscriber traffic volume, including large bursts of traffic in small timeframes or spikes in usage. We also monitor for originating calls of short duration and low call completion percentages, originating calls with sequential called to number dialing patterns.

Strata Pointe Contact for Robocall Mitigation-Related Issues

The Company will update our Robocall Mitigation filings within 10 business days of any change to the information outlined in this plan. Please direct any questions related to Robocall Mitigation issues to:

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