

Robocall Mitigation Plan

WorldSpice Technologies is a small voice service provider (VSP) dedicated to stopping illegal calls from originating in our network and monitoring the calls coming into our network. The FCC requires that, by June 30, 2021, all VSPs certify in the Robocall Mitigation Database that they have (1) fully implemented STIR/SHAKEN across its entire network, (2) implemented STIR/SHAKEN on a portion of its network and that the remainder of the calls are subject to a Robocall Mitigation Plan (RMP), or (3) have not implemented STIR/SHAKEN but subject all calls to an RMP to ensure that the network is not originating illegal robocalls.

The FCC requires that VSPs develop an RMP that:

- Lists the specific, reasonable steps the VSP has taken to avoid originating illegal robocall traffic
- States a commitment to respond fully and in a timely manner to all traceback requests from the FCC, law enforcement, and the industry traceback consortium
- To cooperate with entities investigating and stopping any illegal robocallers that use its services to originate calls

WorldSpice Technologies purchases origination, termination, and hosted-switch access from Bandwidth.com LLC (FRN 0017042060) ("Provider") who provides crucial elements of our RMP as part of their interconnected white-label VoIP wholesale services to WorldSpice Technologies.

STIR/SHAKEN Implementation

Provider has confirmed to WorldSpice Technologies that it is currently authenticating and verifying with STIR/SHAKEN voice traffic that originates and terminates on our network.

Know Your Customer

We strive to follow the best practices for vetting caller identity described by the NANC Call Authentication Trust Anchor Working Group. (<https://docs.fcc.gov/public/attachments/DOC-367133A1.pdf>).

International Subscribers

WorldSpice Technologies does not sell origination or termination services to subscribers outside of the United States.

Acceptable Use Policy

WorldSpice Technologies maintains an Acceptable Use Policy ("AUP") that subscribers must adhere to in order to remain a WorldSpice Technologies's customer. Our AUP prohibits using our services in connection with fraudulent activities in violation of local, state and federal laws.

Traceback Requests

WorldSpice Technologies is committed to respond in a complete and timely manner to all traceback requests from the Federal Communications Commission, law enforcement, state attorneys general, Provider, and the industry traceback consortium. Furthermore, WorldSpice Technologies is committed to cooperating with such entities in investigating and stopping any illegal robocallers that use WorldSpice Technologies's service to originate calls. Subscribers are required to comply with traceback requests via our AUP. Traceback requests can be sent to traceback@worldspice.net for immediate processing by WorldSpice Technologies.

Telephone Number Validation

WorldSpice Technologies does not allow the use of telephone numbers (TN) that are not directly managed by WorldSpice Technologies or Provider. The use of any such numbers will automatically fail.

Investigation of High-Volume Network Traffic, Suspicious Calls, and Calling Patterns

Our Provider Bandwidth.com LLC monitors our origination voice traffic to prevent the origination of illegal robocalls. Our Provider will immediately ask WorldSpice Technologies to investigate any identified calls to determine if the caller was attempting to originate unlawful robocalls. If WorldSpice Technologies or Provider determines that the caller was attempting to originate unlawful robocalls, then we either warn them to stop or terminate their service as based on our AUP.