

Robocall Mitigation Program Description

Hivelocity

Hivelocity, formerly Quonix Solutions LLC is a provider of voice services utilizing upstream carrier partners to deliver telecommunications services to end users. Hivelocity does not control all of its infrastructure to deliver the necessary tokens or attestations for the stir/shaken implantation for control of our telecommunications network. We have resellers that operate and own their own equipment.

We only allow numbers that belong to our customers that are registered with our system to send out calls. Outbound voice traffic is routed through upstream carriers that provide STIR/SHAKEN attestation on calls transiting their network. We rely on its upstream providers for implementation of STIR/SHAKEN call authentication to pass on the data we provide with callerid, directory listing.

Hivelocity has implemented a robocall mitigation program designed to prevent the origination and transmission of illegal robocalls on its network.

The company takes the following steps to mitigate illegal robocall traffic:

1. Customer Vetting:

Hivelocity vets all customers prior to provisioning voice services. This includes verifying business identity and intended use of services to reduce the risk of fraudulent or illegal activity.

2. Know Your Customer (KYC) plan: We do not use a third party vendor for analytics or identifying routed to calls.

We do not allow third party access to our customers.

We require our customers that wish to use third-party vendor for analytics and identifying that vendor to route calls through the third-party analytics company to either use a third party number provided by their vendor or to port the number to the third party for those services. We deliver calls through only numbers we directly control.

3. Traffic Monitoring:

The company monitors call patterns and usage behavior for anomalies, including unusually high call volumes, short duration calls, or patterns consistent with robocalling activity.

4. Upstream Provider Compliance:

Hivelocity partners with reputable upstream carriers that implement STIR/SHAKEN authentication and robocall mitigation technologies. The company relies on these providers to authenticate calls and assist in identifying potentially illegal traffic.

5. Call Blocking and Enforcement:

If suspicious or illegal traffic is detected, Hivelocity will take immediate action, including suspension or termination of services and blocking of outbound call activity as

necessary.

6. Traceback Cooperation:

Hivelocity commits to responding fully and within 24 hours to all traceback requests from the FCC, law enforcement, and the Industry Traceback Group. The company will cooperate fully in any investigation of illegal robocalls.

7. Ongoing Compliance:

Hivelocity regularly reviews its policies and procedures to ensure compliance with FCC regulations and industry best practices related to robocall mitigation.

Through these measures, Hivelocity actively works to prevent the origination and transmission of illegal robocalls and ensures compliance with applicable FCC regulations.

Terms of Service Prohibition

Unsolicited bulk calling or messaging

Caller ID spoofing

Any form of illegal robocalling Violation results in immediate account termination.

Contact for Traceback and Compliance

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