

Think Simplicity, Inc. (TS) provides voice and texting services to its clients (TSC) located in the United States and Canada.

Services are limited to provide voice traffic from direct attached origination terminals and equipment used by human end-users with manual triggering of voice traffic. No automated computerized equipment are permitted to connect to TS services.

Any equipment originating traffic from client networks are to pre-approved and authorized by TS during the planning and installation process of the service.

TS will restrict origination traffic from TSCs using various strategies such as originating IP addresses, authentication, pre-approved equipment.

TS services with originating traffic from TS Clients will be routed to pre-approved and contracted gateway / service providers (TSATP).

Terminating traffic destined to TS Clients must originate from pre-approved and contracted gateway / service providers.

TS selects service providers based on reputation and service offering, which will then be vetted to meet TS standards and requirement for reliability, quality, and security.

STIR/SHAKEN is implemented using a 3rd party vendor service TransNexus. Calls coming from TSATPs will be checked to meet STIR/SHAKEN requirements.

Any calls from TSATP not adhering to STIR / SHAKEN requirements will be rejected.

Any calls not passed by TSATPs will be rejected.

Calls originating from TSCs will be validated and signed before being sent to TSATPs.

TS monitors TSC's traffic for abnormalities. Once TSC traffic has been flagged, temporary suspension of offending equipment or services will occur. TSC will be notified and further be required to provide either justification for traffic or eliminate offending equipment or practice.

TS is committed to cooperating with all regulatory bodies, law enforcement and traffic partners in preventing, stopping and investigating illegal robocallers originating calls within our network.