

April 27, 2024

BK Sales & Service, LLC ("BKSS") is headquartered at 2804 Gateway Oaks Suite 100, Sacramento, CA. We provide hosted VOIP phone service for businesses.

Calls originating from our network are governed by a comprehensive robocall mitigation program designed to prevent the origination of illegal robocall traffic. This program includes the following measures:

- Continuous monitoring to detect and address signs of illegal activity or robocalling. We monitor complaints, comply with legal orders and subpoenas, and are in communication with our upstream provider. We keep Call Detail Records that can be provided to assist in investigations.
- Rigorous verification of each customer's intended use of our service to ensure compliance with legal standards. We make an effort to understand enough about our customers to avoid customers who potentially participate in illegal activities. We work hard to prevent customers from using auto dialers, make a high number of short duration calls, or call out using caller IDs not belonging to the customer.
- Verification of Caller ID information with directly assigned Dialable Inward Dialing Numbers (DIDs).
- BKSS will block services to a customer if it determines that the customer is using the services for any illegal activities, including robocalling.

To ensure effective communication and rapid response, all STIR/SHAKEN traceback requests should be directed to our dedicated email: info@bkss.net.

Robert Reiber

President

BK Sales & Service, LLC