

TrustID, Inc.
Robocall Mitigation Plan

Introduction

This document details the reasonable steps and actions taken by TrustID, Inc. ("TrustID") to mitigate and eliminate illegal robocalling. TrustID has an ongoing commitment to help alleviate illegal robocalling by working with other providers and regulatory agencies in combatting fraudulent voice activity.

TrustID provides wholesale VoIP calling services to one subscriber: Neustar, the parent company of TrustID. TrustID is also a maintenance and quality provider.

Know Your Underlying Provider

TrustID, Inc. has master service agreements with our upstream providers and has received written assurances from their officials that it will abide by the FCC's STIR/SHAKEN and robocall mitigation rules in all respects when providing voice services to TrustID. TrustID 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

TrustID has one wholesale subscriber: Neustar, the parent company of TrustID.

Traceback Requests

TrustID 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. TrustID will devote sufficient resources to provide prompt and complete information to traceback requests. Our point of contact to handle all traceback requests is:

Shreyas Saitawdekar
Sr. Director, Engineering
Shreyas.saitawdekar@transunion.com
(503) 928-1944

We validate that the subject number is utilized by the company's service. If so, we identify the associated customer source and then investigate the specifics of the incident. Inappropriate use can result in the termination of the subject number.

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. The subsidiary/parent relationship validates the service usage.

International Calling

TrustID is not currently an international voice services provider. If at any time TrustID 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, TrustID must rely on our upstream provider and/or their third-party vendors to determine if originating calls should be blocked based on call analytics practices.

Ongoing Robocall Mitigation

The specific usage and subsidiary/parent relationship precludes illegal traffic. Trustid/Neustar are the only entities using this telecom service.

TrustID 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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