



Robocall Mitigation Plan

Know Your Customer

We maintain rigorous onboarding processes to thoroughly understand our customer base and their intended use of our services. This commitment allows us to confidently state that we do not provide service to call centers. Furthermore, to combat intrusive and unwanted calls, we have a strict policy against the use of auto-dialers on our platform. We 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>).

Traceback

We prioritize the fight against illegal robocalls. We respond to traceback requests from the Commission, law enforcement, and the registered traceback consortium within 24 hours of receipt, providing full cooperation to investigate and halt malicious robocall activity on our network.

STIR/SHAKEN

VentureTel utilizes bandwidth.com as its underlying voice services provider. Accordingly, VentureTel relies in part on procedures, policies, and safeguards implemented by bandwidth.com to ensure that VentureTel's customers are sufficiently protected against robocall and spoofing activities.

Bandwidth.com already authenticates VentureTel's voice traffic using STIR/SHAKEN.

Mitigation Practices

VentureTel actively investigates suspicious calls and calling patterns. We monitor traffic for anomalies such as high-volume surges, abnormally short call durations, and sequential dialing patterns. If we detect patterns consistent with illegal robocalls or have reason to suspect illegal activity, we will strive to identify the responsible party and take appropriate action. This may include traceback investigations, caller ID verification (including name match), termination of service, and notification of law enforcement authorities.