



Cyburity, Inc.
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ROBOCALL MITIGATION

Cyburity is committed to stopping unlawful robocalls on its voice service networks. To that end, Cyburity performs robocall mitigation as described in this document.

- **No “Call Center” Services Provided:** Cyburity does not offer automated dialing services or devices to customers. All calls placed through managed endpoints are initiated manually.
- **Services Provided to End Users Only:** Cyburity currently only provides services to business customers seeking telecommunications services for internal users. Cyburity does not sell voice services in a “wholesale” manner.
- **Customer Verification Procedures:** Prior to enabling voice services, Cyburity conducts a formal verification process for its MSP clients, including validating their business legitimacy, confirming their operational details, and ensuring expected call patterns align with legitimate business purposes.
- **Managed PBX Termination Limitations:** Cyburity limits the number of simultaneous terminated calls on managed PBX systems to reflect legitimate customer usage.
- **Services Provisioned to Managed Endpoints Only:** Cyburity provides managed voice services in a manner that prevents end customers from making automated calls easily. Administrative access to PBX systems is not provided to customers, and SIP credentials are securely provisioned directly to managed devices (instead of being shared with end customers) whenever possible.
- **Centralized AAA via Intercompany Gateways:** By enforcing the routing of VoIP traffic through managed intercompany gateways, Cyburity centralizes authentication, authorization, and accounting processes, allowing for unified management of calling privileges, enhanced monitoring of call origins and destinations, and improved detection of anomalous or unauthorized call activity.
- **CDR Recordkeeping:** Managed PBX systems record call detail records in the event they are needed for investigation purposes.
- **Traceback Cooperation:** Cyburity commits to responding to all traceback requests from the FCC, law enforcement, and the industry traceback consortium within 24 hours, and will fully cooperate in investigations to identify and stop illegal robocallers.