

Robocall mitigation plan document by TotalBC, Inc.

Network Overview: TotalBC utilizes multiple carriers for their origination and termination. These carriers include: Sinch and their subsidiaries, VoIP Innovations and their carriers, Bandwidth.com.

TotalBC has multiple servers with redundancy located in a Co-location server warehouse located in Charlotte, NC.

All terminated traffic is terminated on the specified IP address' of specific services linked to the DID information contained within the carrier's portal and database.

All traffic originates on the specified IP address' of specific services linked to the DID information contained within the carrier's portal and database. This database contains end user's name, address and all pertinent information required by TotalBC/FCC for identifying rule breakers.

Caller ID Authentication: TotalBC is actively working on securing the certification requirement for STIR/SHAKEN with Telonium and iconectiv. This would have already been accomplished however unbeknown to TotalBC iconectiv had an issue with completing our account. This will be accomplished as soon as iconectiv straightens our account out, Telonium will then issue our certificate for STIR SHAKEN. Uploading the certificate to our servers is a very easy process once we receive. We hope to have all of this completed by 12/23/2024

Call Analysis and Filtering: Through attestation, TotalBC will block any receiving calls that do not align with the STIR/SHAKEN policies the FCC has written.

TotalBC has in place along with a redundant system with our carriers to detect robocall traffic that originates from our services whether it be through patterns, originating numbers, etc. Once those are recognized, TotalBC will contact the client and issue one warning and one warning only. A second warning will result in the disconnection of services and reporting to the proper channels.

Customer Complaint Handling: Calls we receive from our providers/carriers concerning Robo calls originating from our services will be documented and investigated to ensure the complaint is valid, TotalBC has multiple tools that can verify the validity of such complaints. If the complaint is verified, then it will be handled with one warning process and second warning resulting in disconnecting services and reporting to the proper channels.

Concerning our clients receiving Robocalls, we hope that the STIR/SHAKEN certification will limit this, however if these calls come through, then those received will be documented and we will research the carrier and report it to them through their proper channels.

Traceback Procedures: TotalBC has multiple SIP tracing tools that easily allow us to identify the originating and termination IP of any call that comes through our system. These violators if a client will receive the one warning notification and it will be documented as well. If our clients receive them, we will use the information we gather to contact the originating provider and file the necessary complaint as well as document it on our side.

Vendor Management: TotalBC does not have any Third-Party providers that access our network, all the software is maintained by TotalBC. Concerning bolt-on software or web-hooks that we may add in the future, those third-party providers must adhere to the same rules given to our clients and will face the same warning system.

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Enforcement and Monitoring: Through attestation, TotalBC will block any receiving calls that do not align with the STIR/SHAKEN policies the FCC has written.

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Compliance with Regulations: TotalBC is actively working on securing the certification requirement for STIR/SHAKEN with Telonium and iconectiv. This would have already been accomplished however unbeknown to TotalBC iconectiv had an issue with completing our account. This will be accomplished as soon as iconectiv straightens our account out, Telonium will then issue our certificate for STIR SHAKEN. Uploading the certificate to our servers is a very easy process once we receive. We hope to have all of this completed by 12/23/2024.