

BROADBAND VOICE LLC dba FUSE.CLOUD Robocall Mitigation Plan

Broadband Voice LLC dba Fuse.Cloud is dedicated to stopping illegal calls from originating in our network and monitoring the calls coming into its network, in accordance with FCC regulations.

Know Your Customer

New Customers: Broadband Voice LLC dba Fuse.Cloud is engaged in a business-to-business sales model and screens all new customer opportunities.

All of our customers have corporate offices in the United States. Existing numbers are ported into Bandwidth.com and only terminate or originate calls with Tier 1 Carriers that all have their own internal robocall mitigation processes and protocols.

All Active Broadband Voice LLC dba Fuse.Cloud Customers: All Broadband Voice LLC dba Fuse.Cloud active customers have access to tools for call screening and can block calls by using CallerID details.

Broadband Voice LLC dba Fuse.Cloud periodically reviews Call Detail Records for suspicious behavior and patterns that are indicative of robocalls that are in violation of our Terms and Conditions on our website. Broadband Voice LLC dba Fuse.Cloud reserves the right to terminate service of any Customer for numerous violations, including but not limited to unlawful Robocalls.

Traceback

Broadband Voice LLC dba Fuse.Cloud is committed to respond fully and within 24 hours to any and all requests from CALEA, the Industry Traceback Consortium, and all law enforcement agencies who officially and properly subpoena customer records.

Broadband Voice LLC dba Fuse.Cloud certifies that it will cooperate with such entities in investigating and stopping any illegal robocallers that use its service to originate calls, Broadband Voice LLC dba Fuse.Cloud certifies that all voice traffic which originates on its network is subject to this robocall mitigation program.

Broadband Voice LLC dba Fuse.Cloud certifies that as part of its robocall mitigation efforts it is taking these specific reasonable steps to avoid originating illegal robocall traffic:

1. All our customers have a rate limit set on each group, extension, and outbound number.
2. Periodic reviews of Call Detail Records for suspicious behavior.
3. Removal of any capability which might permit unauthorized calling number use.

Broadband Voice LLC dba Fuse.Cloud has implemented TransNexus cloud based ClearIP fraud

mitigation system. On inbound calls we are specifically monitoring for robo call patterns, high call volume from dialer, along with reputation lookup. All of these types are being auto blocked once detected. For outbound calling mitigation we have implemented fraud detection and auto blocking based on pattern matches. These include Targeted Pumping by Calling Number and Called Number. Robocalling by Target number. Wangiri by Calling number, and theft of service by Calling number triggers.

Broadband Voice LLC dba Fuse.Cloud certifies that any prior certification has not been removed by Commission action and it has not been prohibited from filing in the Robocall Mitigation Database by the Commission, and that it has fully implemented the STIR/SHAKEN authentication framework across its entire network and all calls it originates are compliant with 47 CFR § 64.6301(a)(1) and (2).

STI Authentication and Verification processes have been implemented and are in full production status for all calls.