

Systemverse, LLC

Robocall Mitigation Plan

Updated: February 2024

Introduction

Systemverse, LLC (“Systemverse” or “Company”) is fully STIR/SHAKEN compliant and has implemented the Robocall Mitigation Plan described herein in accordance with the requirements of Federal Communications Commission rules and orders.

Systemverse is an STI-GA authorized Service Provider registered with the Secure Telephone Identify Policy Administrator (STI-PA) and participates in the Signature-based Handling of Asserted Information Using toKENS (SHAKEN) ecosystem. The Company authenticates its customers following the Robocall Mitigation strategies described herein and based on that authentication, attaches the appropriate attestation level to its customers’ outgoing calls.

Robocall Mitigation: Measures to prevent origination of illegal robocalls

Know Your Customer:

Systemverse sells VoIP services to known business-2-business customers (primarily in the medical/healthcare industry) who have a well-defined use of communications services and typically have physical offices. The Company does not sell to wholesale subscribers. The Company only provides service to customers who sign a contract, provide a company name and federal tax ID.

Telephone Number Validation:

The Company requires all end users who request to port numbers to the Company’s service to provide a signed Letter of Authorization (“LOA”). The Company does not allow the use of third-party held numbers on its network. All customer numbers are under its control. The Company’s customers are not authorized to change the published caller ID number on outbound calls.

International Calling

Systemverse is not an international voice service provider and does not have any plans to become one.

Traceback Requests

Systemverse 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 will cooperate with these agencies to investigate and stop any illegal robocallers that use its service to originate calls. The Company will devote sufficient resources to provide prompt and complete information to traceback requests. The Company’s points of contact to handle all traceback requests are:

Name	Title	Contact Information
Isaac Adegbemle	CTO	isaac@systemverse.com
Dustin Hammer	CEO	dustin@systemverse.com

The Company investigates traceback requests by analyzing its network call logs, which are maintained for at least 30 days. If suspicious calling activity is found, the Company will notify the customer and its service will be suspended or terminated.

CONCLUSION

The Company submits this Robocall Mitigation Plan, to comply with the requirements of 47 C.F.R §64.305 and related orders of the Federal Communications Commission. This plan is a work in progress and will be supplemented as the Company gains more exposure to and experience with these processes.