



Sound Choice Communications, LLC
PO Box 17010
Minneapolis MN 55417-7010
(651) 999-0888
staff@soundchoicecomm.com

Sound Choice Communications LLC Robocall Mitigation Statement

In accordance with the FCC's requirements under the TRACED Act and pursuant to 47 CFR § 64.6305, Sound Choice Communications LLC ("the Company") has implemented and maintains an effective robocall mitigation program to prevent the origination of illegal robocalls through its network. This statement outlines the components of our robocall mitigation measures:

Sound Choice Communications LLC Robocall Mitigation Statement

Sound Choice Communications LLC, in compliance with the FCC's requirements under the TRACED Act and pursuant to 47 CFR § 64.6305, hereby certifies the following as part of our comprehensive robocall mitigation program:

1. **STIR/SHAKEN Compliance:** Sound Choice Communications LLC has fully implemented the STIR/SHAKEN call authentication framework across our entire network. We certify that all calls originated by our network are compliant with § 64.6301(a)(1) and (2), ensuring that caller ID information is authenticated and verified. This deployment helps prevent caller ID spoofing, a common tactic in illegal robocalls.
2. **Traceback Cooperation and Blocking Illegal Traffic:** We actively cooperate with the FCC, law enforcement, and the Industry Traceback Group, responding to traceback requests within 24 hours. The Company commits to blocking and reporting identified and substantiated illegal traffic based on notifications from the FCC's Enforcement Bureau.
3. **Do Not Originate (DNO) Measures and Network Monitoring:** Our network employs advanced monitoring techniques to detect and mitigate fraudulent calls, including the use of DNO lists to prevent impersonation of critical service numbers like 911. We monitor for mass calling events that suggest robocalling and coordinate with upstream providers to address and block such traffic promptly.
4. **Customer Verification and Know Your Customer Initiatives:** Sound Choice Communications LLC employs verification processes to prevent our services from being used for illegal activities. These initiatives include performing credit checks, validating business legitimacy, and continuously monitoring use of services to identify risks.

5. **Upstream Provider Awareness:** We maintain transparency about our upstream providers and ensure they comply with our standards for robocall mitigation. Our partnerships are based on shared commitments to network integrity and legal compliance.
6. **Historical Compliance:** Over the past two years, Sound Choice Communications LLC has not been subject to any formal complaints with the FCC concerning violations of robocall mitigation practices or other related regulations.
7. **Education and Awareness:** We continue to educate our customers on best practices for robocall prevention and legal compliance. This includes sharing resources and updates on evolving regulations and technologies.
8. **Adoption of Industry Best Practices:** Sound Choice Communications LLC supports and has implemented many of the best practices developed by the North American Numbering Council's Call Authentication Trust Anchor Working Group, as outlined in their published guidelines. These best practices are integrated into our network operations to minimize the risk of our services being used for illegal robocalling.

Through the implementation of these detailed and proactive measures, Sound Choice Communications LLC is committed to mitigating illegal robocalls and enhancing the security and integrity of our communications network. Our program is dynamic, allowing for adjustments and improvements as new threats emerge and technologies evolve, ensuring ongoing compliance and protection for our customers and the broader telecommunications ecosystem.

Last Update: April 27th, 2024