

Robocall Mitigation Plan for OACYS Technology

- 1) OACYS has implemented the STIR/SHAKEN authentication framework on its voice services platform, and authenticates caller identification info for all SIP calls originating from OACYS.
- 2) OACYS has direct contact (either in-person or over the phone) with all customers signing up for voice services and screens for intent of use to prevent any illegal use of service, such as robocalling. Additionally, OACYS does not allow voice customers to resell service. Service to customers can be terminated for violation of these related terms.
- 3) Standard security techniques and customized security approaches are implemented to ensure the voice traffic originates from only OACYS customers.
- 4) The OACYS team will be happy to assist in investigating any claims of illegal robocalling from OACYS originated calls, such as traceback requests.

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