

Robocall Mitigation Program

For GreenBean IT, Inc.

Company Information

FCC FRN: 0031408461

Contact Person: Zac King, Vice President

Provider Type: Voice Service Provider

1. STIR/SHAKEN Implementation

GreenBean IT, as a 3rd party provider, lacks the control over the network infrastructure necessary to implement STIR/SHAKEN. However, our upstream Voice Service Provider has fully implemented STIR/SHAKEN, and our Robocall Mitigation Measures outlined below ensure we are doing our part to reduce any likelihood of spam calls on our network.

2. Robocall Mitigation Measures

Know-Your-Customer (KYC)

- We verify the identity of all customers before activating service, including a description of the nature of their business, as well as how they will utilize our voice services.
- Customers must provide valid business and/or personal identification, including:
Legal business name and registration (e.g., EIN or state registration)
Physical address and contact information
Authorized representative contact details
- Customers can only make calls after being authenticated via IP Address on our voice network
- We conduct risk-based assessments for high-volume or atypical calling patterns using an in-house AI platform.
- We do not offer trial accounts or the ability for someone to sign up with our voice services without going through our KYC process first.

Traffic Monitoring & Controls

- Our network actively monitors for suspicious call patterns (e.g., short-duration, high-volume calls, unusual call origination).
- Automated analytics are used to detect and flag abnormal traffic behavior.
- We investigate flagged activity promptly and may suspend or terminate accounts engaged in illegal robocalling.

Call Authentication & Blocking

- Calls that are authenticated in our network are passed on to our 3rd party VSP.
- We block calls that are highly likely to be illegal or spoofed, consistent with FCC safe

harbor rules.

- Customers identified as originating or transmitting illegal robocall traffic will be terminated from our service.

3. Traceback & Law Enforcement Cooperation

GreenBean IT is in the process of becoming a participant in the Industry Traceback Group (ITG) and will respond promptly to traceback requests in the future. We cooperate fully with law enforcement and regulatory agencies investigating suspected illegal robocall activity.

4. Compliance Oversight

- A designated Compliance Officer oversees robocall mitigation efforts.
- Staff are trained to recognize and escalate potential robocall-related issues.
- Our mitigation practices are reviewed regularly and updated to comply with evolving FCC requirements.

5. Certification

I certify that GreenBean IT has implemented the above-described Robocall Mitigation Program and will maintain compliance with the FCC's robocall mitigation rules.

Name: Zac King

Title: Vice President

Date: May 1, 2025