

Reachify, LLC Robocall Mitigation Plan

Business Information

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STIR/SHAKEN Compliance

Reachify, LLC provides VoIP services to our customers using the Bandwidth (<https://www.bandwidth.com/>) network exclusively. As such, all outbound calls originate from the Bandwidth network and are STIR/SHAKEN compliant (<https://www.bandwidth.com/regulations/stir-shaken/>).

Robocall Mitigation Plan

Reachify, LLC has implemented the following mitigation practices to prevent robocall traffic from originating in our network.

- 1) Customer Identification/Verification
 - a) Customer personal information is collected during onboarding including business address, authorized users, personal information of business point of contact.
 - b) Customers agree to our reasonable use policies and Terms of Service, allowing termination of services to customers that exploit, abuse, or otherwise not comply with proper use of our system (<https://reachify.io/terms-of-service/>).
- 2) VoIP/SIP Network Authentication
 - a) All SIP credentials are randomly generated, pre-provisioned, and not shared directly with a customer to ensure that customers do not have the ability to connect their own unauthorized devices to our network.
 - b) All SIP devices have randomly generated passwords that are not provided to customers, locking the admin console on the SIP device in order to prevent tampering or collection of SIP credentials.
 - c) Web-based VoIP devices are connected via a secure WebSockets connection, ensuring that all data is encrypted and VoIP/SIP credentials cannot be access by the customer or a nefarious third-party.
- 3) Call Analytics/Monitoring
 - a) All call traffic/events are monitored and logged to identify any suspicious traffic patterns and traffic load.

Reachify, LLC is committed to ensuring compliance with FCC guidelines and preventing all robocall traffic to the best of our abilities. We believe that our current STIR/SHAKEN implementation and use of Bandwidth allow us to meet the FCC guidelines.