

GTC NETWORKS, LLC
640 CLEMATIS STREET #263
WEST PALM BEACH, FL 33401

December 22, 2024

To whom it may concern;

GTC Networks, LLC is an interconnected VoIP provider offering hosted PBX and SIP trunking to a small number of SMB customers. Our customers are exclusively business end-users; we do not offer services to other telephone service providers or individuals. Our customers interconnect with us over the public internet using their own broadband service.

Know Your Customer:

Each GTC Networks, LLC customer must provide a physical business address, business registration, and name and contact information for at least one responsible individual. The business must have a web presence and contact email must be a domain dedicated to the business. The business must be registered in a US state or territory. Payment must be via US bank transfer. We cross-check and verify all these items and refuse to serve customers that are in any way suspicious. We do not serve foreign customers.

Rate Limits:

All callers are limited in the number of outbound calls they can initiate per minute and the number of concurrent calls allowed. These limits are set on a customer-by-customer basis based on conversational calling expectations given their business profile. A medium-sized business with 20 employees would be allowed 8 simultaneous calls and would be able to initiate 3 calls per minute.

Caller-ID:

We provide our customers with their telephone numbers (DIDs); customers can port their numbers to GTC Networks, LLC if they choose. All outbound calls must use a Caller-ID from that customer's pool of numbers assigned by us.

CDR Monitoring:

GTC Networks, LLC assesses each customer's traffic on a weekly basis. We examine a set of metrics (number of call attempts, answer seizure ratio, average call duration, fraction of calls shorter

than 60 seconds), looking for: (a) signs of automated dialing; (b) significant change from that customer's historic usage. Any anomalies result in immediate engagement with the customer to obtain a thorough, definitive explanation. If not resolved within 7 business days, the customer's service is suspended.

Traceback:

GTC Networks, LLC responds promptly to all traceback requests. Any traceback results in an immediate detailed analysis of the initiating customer's CDRs for the past 30 days, followed by engagement with the customer to explain anomalies in the CDRs as well as the specific traceback example. If we do not receive satisfactory explanation within 72 hours, the customer is suspended. A customer that is the subject of three tracebacks in 90 days is permanently banned from our platform, unless the traceback examples are shown with certainty to be legal and compliant.

Extension:

Because we cannot today get an SPC token, GTC Networks, LLC is subject to a STIR/SHAKEN implementation extension. GTC Networks, LLC does not have direct access to numbering resources; we get our numbers via another wholesale provider.

Sincerely,

Kevin Kiely
Managing Member