

EB Solution INC
ROBOCALL MITIGATION PLAN

EB Solution Inc is a reseller of VoIP services, exclusively to end users, as a secondary offering in conjunction with other primary technical services. EB Solution has less than 25 VoIP customers and fewer than 1,500 voice subscriber lines. EB Solution relies exclusively on up-stream voice service providers for call authentication, origination and termination. All of our voice service providers have implemented STIR SHAKEN as of January 1, 2023.

Robocall Mitigation Plan

All VoIP traffic that originates on EB Solution's network is subject to the following Robocall Mitigation Plan.

I. STIR-SHAKEN IMPLEMENTATION STATUS

As indicated in the FCC's Robocall Mitigation Database, the Provider's status with respect to STIR-SHAKEN implementation is as follows:

The Provider has not implemented the STIR/SHAKEN authentication framework on any portion of its network and all calls originating on its network are subject to the policies and procedures set forth in this Robocall Mitigation Plan which are intended to stop anyone from using the Provider's service to originate illegal robocalls.

Presently, EB Solution relies exclusively on our up-stream voice service providers for call authentication, origination, and termination. At this time no part of the Provider's existing network is capable of initiating, maintaining, carrying, processing, or terminating interconnected VoIP calls, with a continued transmission of STIR-SHAKEN attestation data.

EB Solution has not been involved in any recent, formal law enforcement or regulatory investigation into suspected unlawful robocalling. EB Solution has not been prohibited from filing in the Robocall Mitigation Database (RMD).

II. TRACEBACK REQUESTS

EB Solution commits to cooperation with the FCC, law enforcement and the (ITG) on all traceback requests and investigations. To allow for timely and comprehensive law enforcement response efforts against illegal robocallers, EB Solution will dedicate sufficient resources to promptly complete and provide responses to all traceback requests received from the FCC, law enforcement and/or the ITG, and commits to fully responding to any traceback request received within 24 hours after receiving the same. EB Solution identifies a single point of contact for receiving all traceback requests in Appendix A.

As part of its efforts to assist in the successful traceback of illegal robocalls, all of EB Solution's up-stream VoIP providers, listed in Appendix A, currently provide and will continue to provide

Updated 3-30-2024

traceback cooperation on any voice service calls exchanged.

III. CUSTOMER VETTING PRACTICES

EB Solution does not market, resell, or otherwise provide VoIP services to the general public. EB Solution resells VoIP services exclusively to well known existing customers, in conjunction with software development, hosting, or other system integration services.

III. UPSTREAM PROVIDERS

As a means of preventing or minimizing the origination of illegal robocalls through its voice services, EB Solution contracts exclusively with up-stream providers that adhere to STIR SHAKEN protocols. A list is provided in Appendix A.

V. INTERNATIONAL CALLING

EB Solution does not provide its customers with origination or termination for international calls.

VI. ONGOING ROBOCALL MITIGATION PRACTICES

EB Solution monitors the usage of its network and examines call detail records (CDRs) on a regular basis for irregular calling activity.

EB Solution requires all point-to-point VPN installed at each of its customers' sites, in order to prevent unauthorized use of its network and VoIP resources.

EB Solution maintains access to customers' PBX systems to enable monitoring and traceback of any suspicious calls or calling patterns. This also provides a mechanism for direct monitoring and validation of caller ID numbers used for call origination.

EB Solution and its up-stream providers monitor call activity specifically for large bursts in traffic, origination of calls of short duration, and low call completion percentages.

Appendix A

Traceback Request Single Point of Contact:

Name: Johny Bogard
Title: COO
Phone Number: (646) 980-3438
Email Address: jbogard@EBsolution.ca

Upstream Providers

Name: Bandwidth.com
Location: Raleigh NC
Phone Number: (800) 808-5150

Name: Quest Blue
Carrier Services
Location: Cary NC
Phone Number: (877) 686-4787