

Robocall Mitigation Plan

Business Information

Nub Games, Inc
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Beech Mountain, NC 28604

Contact for Robocall Mitigation Issues

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-or-

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Background

Nub Games, Inc. is a small company providing a help desk solution to libraries, non-profits, and educational organizations, and these organizations are our direct customers. Our direct customers interact with their own customers through our platform, and our customers' customers are called "guests."

Nub Games primarily provides SMS services, and our platform can *optionally* provide call forwarding capabilities to a **single pre-configured** voice number when a call is placed to a "texting number." In this way, if our customer's guest places a voice call to a number that our customer has advertised for texting, the guest can still successfully contact our customer.

Neither our customers nor our customer's guests have the capability to initiate outbound calls from within our platform.

In short, neither we nor our customers originate outbound voice calls. We provide voice call forwarding to so that our customers can receive inbound calls from their own guests.

Upstream providers

Nub Games works with Twilio and Bandwidth to provision and configure phone numbers.

Both have their own STIR/SHAKEN capabilities as intermediate service providers and our voice calls use their capabilities for forwarding.

Bandwidth Inc.
2230 Bandmate Way
Raleigh, NC 27607 USA
+1 800 808 5150

Twilio
101 Spear Street, 5th Floor
San Francisco, California, 94105,
United States of America
512-623-0512

We know our customers

As per FCC guidelines the following steps are put into place to avoid illegal robocall traffic:

All customers of Nub Games who use the voice service are subject to manual vetting prior to receiving access to our platform.

Nub Games does not take any customers to the website (Twilio or Bandwidth) which hosts the voice calling, and so they are unable to directly place outbound calls.

Nub Games personnel configure call forwarding on behalf of our customers, and so they are unable to change their voice forwarding number. Nub Games verifies that the designated voice forwarding number belongs to the customer.