

Caspian STIR/SHAKEN and Robocall Mitigation

Caspian Technology Concepts (Caspian), also known as Caspian Technologies, our underlying provider is Bandwidth who has implemented STIR/SHAKEN and will sign all calls originating from the network. Caspian is a managed service provider of multi-line VOIP telephone systems and is actively mitigating Robocalls in the following manner:

- All telephones, gateways, and other SIP devices on Caspian managed multi-line VOIP telephone systems are secured with strong usernames and passwords to prevent extension hijacking.
- Outside brute force attacks on Caspian managed multi-line VOIP telephone systems are blocked after three failed authentication attempts with the offending IP address being blocked for a time of less than 1 year.
- All inbound and outbound SIP trunk lines connected to Caspian managed multi-line VOIP telephone systems are secured via IP whitelisting and/or SIP trunk authentication to prevent hijacking.
- Caspian generates monthly invoices for all customer usage for billing purposes; these invoices provide Caspian with a customer's average use picture and assist in identifying any cases of unexplained high call volumes.
- Our VoIP provider, **Bandwidth**, currently performs STIR/SHAKEN attestation on all outbound calls.

Caspian Know Your Customer (KYC) Plan

Purpose

We are committed to preventing unlawful robocalls and ensuring compliance with FCC requirements for the Robocall Mitigation Database.

Customer Verification

- Collect and verify business registration or personal ID.
- Confirm physical address, phone, and email.
- Screen against OFAC, FCC enforcement, and industry bad-actor lists.
- Require customers to state intended service use; prohibit noncompliant robocalling.

Ongoing Monitoring

- Monitor traffic for high-volume/short-duration patterns.

- Use traceback and reputation services to detect suspicious activity.
- Apply STIR/SHAKEN where technically feasible.

Enforcement

- Investigate suspicious traffic within 24 hours.
- Suspend or terminate services for confirmed unlawful activity.
- Report bad actors to authorities and traceback groups.

Recordkeeping

Maintain verification documents, agreements, monitoring logs, and remediation actions for at least two years.

Certification

We certify that these procedures are implemented, enforced, and maintained to meet FCC robocall mitigation obligations.