

Granade Technology Solutions Robocall Mitigation Program Description

This Robocall Mitigation Plan is submitted by Granade, Inc. d/b/a Granade Technology Solutions pursuant to the provisions of 47 C.F.R. § 64.6305, adopted by the Federal Communications Commission (FCC) which require all “voice service providers” to establish a “robocall mitigation plan”. This document sets forth the Provider’s current policies and procedures designed to reduce or eliminate outbound illegal robocalls originating on its network. The Provider views these policies and procedures as constituting “reasonable steps” to avoid the origination of illegal robocalls on its network and in addition to following these steps the Provider commits to responding to all traceback requests from the FCC, law enforcement, and the Industry Traceback Group (ITG), and to cooperate with such entities in investigating and stopping any illegal robocallers that may use its service to originate calls.

I. Company Information

- Provider Type: Voice Service Provider.
- Role in the Call Chain: The filer terminates calls for end-users but does not control the network infrastructure necessary to implement STIR/SHAKEN.
- Third-Party Support: The filer relies on third-party provider(s) to implement the STIR/SHAKEN authentication framework.

II. Robocall Mitigation Efforts:

- Implement reasonable measures to prevent the origination of illegal robocalls.
- Monitor and verify traffic originating on our network to identify suspicious activity.
- Act promptly to investigate and resolve any flagged or identified issues.
- Fully cooperate with traceback requests within the required 24-hour timeframe.

III. STIR/SHAKEN Responsibility:

Calls originated on our platform are authenticated through third-party provider(s) that perform STIR/SHAKEN implementation on our behalf.

IV. Commitment to Compliance:

- Maintain active processes for monitoring and responding to complaints about illegal robocalls.
- Regularly review and update robocall mitigation procedures to align with FCC regulations.

VI. Contact Information:

For questions related to this Robocall Mitigation Program, please contact:

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Secondary Contact:

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We certify that this program aligns with FCC requirements and ensures reasonable steps are taken to prevent illegal robocalls.