



Robocall Mitigation Plan



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Netovo Group LLC ("Netovo" or "Company") is a leading managed service provider, and cloud business applications provider, focused on delivering easy-to-use and secure communication and collaboration solutions to businesses and the partners that serve them. Solutions include our world-class VOIP and virtual desktop hosting and management.

Know Your Customer

NETOVO follows the best practices for vetting caller identity described by the NANC Call Authentication Trust Anchor Working Group. (<https://docs.fcc.gov/public/attachments/DOC-367133A1.pdf>)

STIR/SHAKEN Extensions

NETOVO is a reseller of voice services hosted on VoIP platforms by STI-PA-registered service providers '*Bandwidth.com CLEC, LLC*' and '*Intrado Communications, LLC*'. **NETOVO** lacks control of the network infrastructure necessary to implement STIR/SHAKEN. Both previously mentioned service providers have complete implementation of STIR/SHAKEN protocols on their networks.

Steps to Help Prevent Illegal Traffic

Once the robocall or illegal activity is detected, **NETOVO** will work with its service provider(s) to confirm activity. Once activity has been confirmed, **NETOVO** will block that calling party.

If **NETOVO** has a reasonable basis to believe that a customer is originating illegal robocalls, it will require the customer to remedy the problem and, if effective action is not taken, service to the customer may be suspended and/or terminated.

NETOVO relies on Service Provider '*Bandwidth.com CLEC, LLC*' Fraud Detection Services to monitor our outbound traffic to help identify and stop fraudulent and unlawful traffic. These services use an array of factors to determine the legitimacy of traffic traversing over their network. Once traffic is considered to be fraudulent, '*Bandwidth.com CLEC, LLC*' and **NETOVO** work aggressively to block the offenders from reaching their networks.



Netovo Group Support Help Desk

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Industry Traceback Group and Enforcement Cooperation

NETOVO is committed to assisting with the removal of illegal robocalls. **NETOVO** will cooperate with The Industry Traceback Group (ITG), law enforcement, and the Commission to help with the investigation to stop all illegal robocalls. **NETOVO** will dedicate the necessary resources to provide prompt and thorough responses to all traceback requests.

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