

Ovation Up, Inc. Robocall Mitigation Program

Program Purpose and Scope

Ovation Up, Inc. is dedicated to upholding the highest standards of communication integrity and customer trust. In alignment with our commitment to these values, our Robocall Mitigation Program is designed to comply with the requirements set forth by telecommunications regulatory bodies. This program outlines our proactive measures to prevent the origination of illegal robocall traffic through our services and details our pledge to swiftly respond to traceback requests and cooperate with regulatory, law enforcement, and industry partners in the fight against illegal robocalls.

Core Commitments

Prevention of Illegal Robocall Traffic:

- **Caller ID Authentication:** Leveraging STIR/SHAKEN technology, in partnership with Bandwidth Inc. ("Bandwidth"), to authenticate caller ID information, ensuring the legitimacy of originating calls.

Traceback Cooperation:

- **24-Hour Response:** Guaranteeing a response to all traceback requests from the Commission, law enforcement, and the industry traceback consortium within 24 hours of receipt.
- **Investigative Cooperation:** Providing full cooperation with the aforementioned entities in investigating and halting any illegal robocall activities linked to our service.

Partnership with Bandwidth:

- **Compliance Assurance:** Engaging the services offered by Bandwidth to reinforce our compliance with STIR/SHAKEN standards and to benefit from their expertise in call authentication and robocall mitigation.
- **Shared Intelligence:** Collaborating closely with Bandwidth to stay ahead of emerging threats and to continuously enhance our mitigation strategies based on shared intelligence and best practices.

Program Implementation

- **Customer Engagement:** Educating our customers on recognizing and reporting suspected robocall activities.
- **Regulatory Alignment:** Ensuring our program remains in strict compliance with current regulations and adapting swiftly to any changes in legal requirements or industry standards.
- **Performance Review:** Conducting regular audits of our program's effectiveness, with adjustments made as needed to address evolving challenges and to incorporate technological advancements.

Conclusion

Ovation Up, Inc.'s Robocall Mitigation Program embodies our unwavering commitment to maintaining a secure and trusted communication environment. By implementing these comprehensive measures and fostering strong partnerships, notably with Bandwidth, we are dedicated to leading the charge against illegal robocalls and ensuring the integrity of our telecommunications services.