



Soprani.ca Telecom
50 Ottawa St S Unit 200
Kitchener, Ontario, Canada
N2G 3S7

The following are the steps that Soprani.ca Telecom, a voice service provider, takes to mitigate robocalls:

- users are subject to strict concurrency limits and are restricted to specific numbers of calls in a given time period, which are defined as part of our own custom call analytics engine
- any potentially suspicious activity flagged by our call analytics engine that is not automatically blocked is manually reviewed by staff and immediately acted upon
- all users contractually agree to "not participate in or assist in any fraudulent usage" and that their "usage will be consistent with typical human operation"
- we receive and respond fully to all legitimate traceback requests for calls within 24 hrs and cooperate in all investigations of suspected robocalls on our network
- all calls originating from our network are subject to the above procedures

Further, Soprani.ca Telecom certifies that:

- no prior certification has been removed by FCC action
- we have not been prohibited from filing in the Robocall Mitigation Database
- STIR/SHAKEN is fully implemented on the IP portions of our network