



Norcom Supply Inc. Robocall Mitigation Plan (RMP)

Know Your Customer

Norcom Supply Inc. follows the best practices for vetting caller identity described by the NANC Call Authentication Trust Anchor Working Group.

(<https://docs.fcc.gov/public/attachments/DOC367133A1.pdf>)

Traceback

Norcom Supply Inc. responds to all traceback requests from the Commission, law enforcement, and the registered traceback consortium, as well as cooperates with such entities in investigating and stopping any illegal Robocallers that use Norcom Supply's Voice service to originate calls.

Norcom Supply Inc. has implemented internal processes to immediately investigate, within reasonable timeframes, any identified calls to determine if the caller was attempting to originate unlawful/illegal Robocalls that would fall within FCC guidelines.

If Norcom Supply Inc. determines that the caller was attempting to originate unlawful/illegal Robocalls, Norcom Supply Inc. will take action by means of written/electronic/verbal warning to stop the offending practice and/or, under FCC guidelines for Robocall Mitigation under the TRACED Act, may terminate the service as deemed appropriate.