



TALKSHOP INTERACTIVE CANADA

2903 – 45 Kingsbridge Garden Circle, Mississauga, ON, L5R 3K4

Robocall Mitigation Plan

Introduction: This plan outlines the measures undertaken by Talkshop Interactive Inc. to comply with the Robocall Mitigation Program and STIR/SHAKEN Extensions.

Eligibility: Talkshop Interactive Inc. is a small Managed IT Services provider, Arbitrage business operator over online marketing places and Managed VOIP (Voice and SMS) provider serving less than 20,000 subscriber lines and is eligible for and taking the Partial STIR/SHAKEN implementation extension received under 47 CFR § 64.6304.

Robocall Mitigation Program: Talkshop Interactive Inc. takes the issue of illegal Robocalls seriously and has put in place the following measures to mitigate the problem:

- **VOIP Switch:** Our software provides reporting to help identify suspected illegal Robocalls and alerts us if we receive any calls where the calling number is invalid or unallocated. If we miss any such calls, our vendor partners help us to identify them. We immediately investigate and issue a notice to the customer to stop such actions or terminate their service as appropriate.
- **Traceback:** We are committed to responding to all traceback requests from the ITG, law enforcement, and the registered traceback consortium. We cooperate with such entities in investigating and stopping any illegal Robocalls that use our service to originate (send) calls.

Customer Vetting: Before bringing customers on-board for service, we duly fill out and sign a KYC form, vetting the customer to determine if they will resell the route and send high call volumes, such as a call center. However, at this time, we do not serve any such customers directly.

Conclusion: Talkshop Interactive Inc. takes pride in providing reliable and secure communication services to its customers. The company is committed to complying with industry regulations and standards to ensure that its customers receive the best possible service. If you have any questions or concerns regarding our Robocall Mitigation Program, please do not hesitate to contact us.

Best Regards,

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