

Packet Pipeline, LLC
D/B/A Nerd Tel
17197 N Laurel Park Dr Suite 240
Livonia, MI 48152

September 15, 2025

Robocall Mitigation Plan in compliance with the TRACED ACT

Summary of our Policies

The following is Packet Pipeline, LLC robocall mitigation plan to help stop illegal robocalls and to support tracing of such illicit calls. Packet Pipeline, LLC will herein refer to as PPLLC.

Packet Pipeline, LLC is cooperating with the Federal Communications Commission and going forward herein, referred to as the FCC. PPLLC is fully committed to working with the FCC, Law Enforcement, industry traceback authorities, and other regulatory agencies in investigating and stopping any illegal robocalls. Furthermore, should PPLLC discover any of their customers are in violation of the TRACED ACT, we will self-report such violations to the FCC and appropriate state regulatory agencies. Furthermore, we require customers to be compliant with the Telephone Consumer Protection Act (TCPA), the Fair Debt Collections Practices Act (FDCPA), and any other state and federal laws that should be applicable to our customers.

STIR/SHAKEN

PPLLC has fully implemented STIR/SHAKIN via a hosted STIR/SHAKIN solution provider by one or more of our upstream carriers.

Know Your Customer (KYC)

PPLLC does full verification of KYC for all customers new and existing. PPLLC does not allow internet sign up for voice, data, or fiber sign-ups at this current point in time. PPLLC will allow internet signups for services sometime in the future, however all customers will be verified with the following KYC items, in addition to requiring geo tagging from the customers point of service before an order will be accepted in addition to KYC verification as listed below. Furthermore, we do not offer customers a direct SIP trunk, but a unified communications seat which does not allow automated dialing or caller ID Spoofing

For new customers, our Know Your Customer Requirements are as follows:

- Customer identity verification:
- Business legitimacy verifications:
- Credit and Financial Checks

Upstream Providers

Abuse/Tracebacks/Do Not Originate

PPLLC has a zero tolerance for telecommunications abuse via voice, SMS/MMS, and any other means.

PPLLC commits to fully responding within 24 hours to all traceback requests from the ITG, the TPTG, the FCC, and law enforcement. PPLLC shall cooperate with these groups to investigate and stop any illegal robocalls from using PPLLC service to carry or process illegal calls. When notified by the FCC's Enforcement Bureau, PPLLC shall block and report identified illegal traffic, and any similar traffic, on an ongoing basis (unless PPLLC investigation determines that the traffic is not illegal) when PPLLC receives actual written notice of such traffic from the Enforcement Bureau. If PPLLC determines that the identified traffic is not illegal, PPLLC shall provide the Enforcement Bureau with an explanation as to why PPLLC concluded that the identified traffic is not illegal, and what steps it took to reach that conclusion. PPLLC welcomes FCC input on any such investigation.

PPLLC utilizes a combination of internal tools, third party tools, and our upstream carriers to check for DO NOT ORIGINATE numbers. Additionally, PPLLC and its upstream carriers have tools in place to ensure that invalid phone number formats, area codes, and unassigned number blocks are prohibited from routing traffic.

Traceback and Abuse Contact Information:

Packet Pipeline, LLC D/B/A Nerd Tel
ATTN: Legal and Compliance
17197 N Laurel Park Dr, Suite 240
Livonia, MI 48152
USA
abuse@packetpipeline.com
+1 734-768-3555

PPLLC has not been subject to formal commission, law enforcement, or regulatory action or investigation due to transmitting, encouraging, assisting, or otherwise facilitating illegal robocalls or spoofing.

Updates

PPLLC will update our policy within 10 days per statute. Should PPLLC update our policy we will report the updated policies within 10 days.

Company Information:

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This document is signed acknowledging the above details are truthful and accurate and PPLLC will comply with all FCC, TCPA, FDCPA, Do Not Call Registries, and other applicable state and local laws.

James Dubinsky Jr
/s/James Dubinsky Jr /s/
President
Packet Pipeline, LLC