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FCC Robocall Mitigation Plan – April 1st, 2024

To Whom It May Concern:

Planet Networks is committed to preventing Robocalling from originating on our network. We have implemented strict policies surrounding acceptable usage which immediately forbids any type of robocalling activities across our voice platform.

All of our calls in and out of the network are trunked through carriers which utilize STIR/SHAKEN technology for call validation. Inbound calls that fail the test are marked as such via caller-id-name or ignored based on attestation level.

Additionally, Planet Networks has implemented some other strategies to limit the risk of unauthorized robocalling from originating from our platform:

- All voice servers require SIP registration/authentication utilizing randomly generated credentials.
- Devices are provisioned via HTTPS automatically, and no end-users are given direct SIP credentials that could be compromised.
- SIP credentials are refreshed on an ongoing basis.
- Call rate and channel limitations are in place to detect and prevent both mass robocalling and toll fraud from occurring.
- Outbound caller ID used by our customers must match a number owned by the customer.
- All customers are vetted at sign up to understand the use case of our service.
- We do not sell any wholesale trunking to unknown parties.

Planet Networks is committed to promptly responding to all reports of malicious voice activity originating from our platform. Reports can be emailed to robocallmitigation@planet.net or contact our NOC at 862-300-3150.

Regards,

Eddie Fiorentine

Chief Technology Officer