

Vcon Carrier Services Robocall Mitigation Plan

Know Your Customer

We follow the best practices for vetting caller identity described by the NANC Call Authentication Trust Anchor Working Group.

Traceback

We respond to all traceback requests from the Commission, law enforcement, and the registered traceback consortium and cooperate with such entities in investigating and stopping any illegal robocalls that use our service to originate calls.

STIR/SHAKEN Extensions

We have confirmed with our underlying carrier, whose services we resell, that they have partially implemented STIR/SHAKEN with Full Attestation (A) for phone numbers ported into our underlying carrier, and Partial Attestation (B) for numbers not ported in to our underlying carrier but used for masking purposes. Additionally, all the voice traffic that originates on our network through our underlying carrier is subject to the robocall mitigation program described below. All the voice traffic that originates on our network is subject to the robocall mitigation program described below.

Robocall Mitigation Program

We are monitoring in real time to prevent the origination of illegal robocalls.

Combining behavioral analytics, caller authentication and verification, our solution features:

- **Fraud Detection:** Detection of high volume robocalling, spoofing and spam call activity.
- **Subscriber Notification:** Caller ID Name override to warn subscribers of suspicious calls.
- **Call Blocking Support:** Accurate identification enabling you to block fraudulent phone calls as per the TRACED Act (2019)
- **Business Number Verification:** Register legitimate business numbers to prevent unintentional call blocking.
- **Caller ID Name Service:** Easy integration of Caller ID name lookup service, including robocall mitigation with override to include original caller ID even when call is determined fraudulent.