

Vonexta, Inc

Robocall Mitigation Plan and Know Your Customer Policy

Vonexta, Inc., a U.S. based company with EIN 38-4219185, is registered with the FCC under FRN 0033380379, holds FCC 499 Filer ID 836975, is registered with NECA with Company Code 979K, and is listed in the Robocall Mitigation Database under RMD0013038.

Vonexta has consistently adhered to the requirements set forth by all relevant U.S. agencies. Our company is committed to proactively combating fraudulent and illegal robocalls that disrupt telephone networks.

Vonexta accepts only traffic that complies with applicable U.S. laws and regulations. We do not collaborate with offshore companies or entities not registered with the FCC and listed in the Robocall Mitigation Database (RMD). Our strict procedures include:

- Issuing an initial violation warning for customers originating traffic that violates the FCC Trace Act, including robocalls and calls impersonating government departments.
- 24-hour account suspension after a second offense.
- Suspending and potentially terminating accounts after a third consecutive offense, pending the implementation of a mitigation plan
- Immediate response to all tracebacks and removal of non-compliant end-users from the network.
- Immediate and permanent termination of accounts if fraud or robocalling continues after notification.

The Broadband association requires all clients to reply to tracebacks, passing on the customer information that originated the call that is flagged for the fraud:

- If you don't reply to tracebacks, you get a strike against your company and Vonexta also gets a strike.
- If you do not fill out the traceback form, you will then be treated as the end-user who committed the fraudulent call. Vonexta will terminate your account from our network.
- Suspension and/or Termination is up to the discretion of Vonexta.

Vonexta has fully implemented Stir/Shaken in compliance with the FCC and signs calls with A, B or C attestations:

- Full Attestation (A) — The service provider has authenticated the calling party and they are authorized to use the calling number.
- Partial Attestation (B) — The service provider has authenticated the call origination, but cannot verify the call source is authorized to use the calling number
- Gateway Attestation (C) — The service provider has authenticated from where it received the call, but cannot authenticate the call source.