

29 March 2024

Telviva (Pty) Ltd
Robocall Mitigation Plan

STIR/SHAKEN IMPLEMENTATION

Telviva (Pty) Ltd (“Telviva” or “Company”) is a small voice service provider and is therefore exempted from requirements of 47 CFR 64.6301 through June 30, 2023, per 47 CFR 64.6304 – Extension of implementation deadline. The Company is a reseller and does not maintain its own network. The Company’s underlying carrier, bandwidth.com, has implemented robocall mitigation practices.

ROBOCALL MITIGATION**Background:**

The FCC Order lists three affirmative obligations for voice service providers: (1) Respond to traceback requests from the Commission, civil and criminal law enforcement, or the Industry Traceback Consortium; (2) Take steps to effectively mitigate illegal traffic when it receives notification of such traffic from the Commission through its enforcement bureau; and (3) implement effective measures to prevent new and current customers from using its network to originate illegal calls.

1. Traceback:

All traceback requests will be sent to the Company’s underlying carrier for processing.

Traceback Contact Information:

Name	Title	Contact information
Robert Neil Lith	Chief Commercial Officer	rob@telviva.co.za
Antony Russell	Chief Technical Office	antony.russell@telviva.co.za
David Meintjes	Chief Executive Office	david@telviva.co.za



ROBOCALL MITIGATION continued...

2. Take Steps to Mitigate Illegal Traffic

As a reseller, all mitigation practices are instituted by the Company's underlying provider. Customer contracts have terms and conditions for suspension due to illegal calls, additionally the Company's contracts with underlying carriers have similar terms.

3. Measures to prevent origination of illegal calls

Know Your Customer:

The Company requires all customers seeking service to have a physical business location and local contact person. This is done in South Africa under the RICA regulations and Telviva (Pty) Ltd is a licensed operator in South Africa (ECNS 0019/IECNS/JAN/09 and ECS 0019/IECS/JAN/09).

Telephone Number registration:

A Letter of Agreement is required prior to porting of any numbers to any of the company's underlying carriers.

Network Monitoring:

The Company monitors its network for unusual call patterns.

Call Blocking:

The Company technical implementations to block illegal calls and calls from and CLI manipulation.

4. Acceptable Use Policy

Telviva's Terms and Conditions are incorporated in its Service Agreement and is a requirement for its customers to understand the permissible uses of our service, and to prevent exploitation, fraud, and abuse of our unlimited calling plans and features.

CONCLUSION

Telviva (Pty) Ltd submits this robocall mitigation plan to comply with the Federal Communications Commission's Fourth Report and Order (FCC 20-187).

Robert Neil Lith

Chief Commercial Officer

Telviva (Pty) Ltd