

Fraud Central LLC Robocall Mitigation Plan

Call Role - **Voice Service Provider**

- Fraud Central LLC has fully implemented the STIR/SHAKEN authentication framework on its entire network
- Fraud Central LLC operates under OCN 615K
- Fraud Central LLC meets its existing obligations to take affirmative, effective measures to prevent new and renewing customers from originating illegal calls by taking the following actions:
 - Thorough KYC evaluations of all incoming clients
 - Review of customer IPs to validate true origin of operation
 - Credit applications and interviews with three or more industry references for all new and existing clients
 - Specific onboarding and background check requirements for each type of customer business
 - Domestic Enterprise
 - Fully Functional website
 - Operational Business Number listed on website
 - Verified Address
 - Address ownership is easily verified via Google or MelissaData and correlates with website listing
 - If address can't be easily verified, customer must provide utility bill
 - Ownership of Email domain
 - Domestic Call Center / Contact Center
 - Fully Functional website
 - Operational Business Number listed on website
 - Verified Address
 - Address ownership is easily verified via Google or MelissaData and correlates with website listing
 - If address can't be easily verified, customer must provide utility bill
 - Ownership of Email domain
 - Confirmation that customer honors DNC List and that marketing calls are only placed to users that have provided explicit permission to be contacted
- Fraud Central LLC deploys Fraud Central's RoboGuard call analytics systems to identify and block illegal traffic.
- Fraud Central LLC commits to respond fully and in a timely manner to all traceback requests from the Commission, law enforcement, and the industry traceback consortium,

and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to originate calls.

- Fraud Central LLC certifies that it has not been prohibited from filing in the Robocall Mitigation Database
- Fraud Central LLC has not been subject to a Commission, law enforcement, or regulatory agency action or investigation due to suspected unlawful robocalling or spoofing and provide information concerning any such actions or investigations
- At no time in the prior two years, has Fraud Central LLC (or any entity for which the filing entity shares common ownership, management, directors, or control) been the subject of a formal Commission, law enforcement, or regulatory agency action or investigation with accompanying findings of actual or suspected wrongdoing due to the filing entity transmitting, encouraging, assisting, or otherwise facilitating illegal robocalls or spoofing, nor has Fraud Central LLC

DocuSigned by:

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By

CIO

Title

9/18/2023

Dated