



## **SA Enterprise LLC**

### **Policies**

#### **STIR/SHAKEN Extensions:**

SA Enterprise LLC is a voice service provider serving around 100,000 voice service subscriber lines and therefore are eligible for and are taking STIR/SHAKEN implementation extension received under 47 CFR § 64.6304.

Most of the voice traffic we originate on our voice network is authenticated with STIR/SHAKEN. The remainder of the voice traffic that originates on our network is subject to the Robocall mitigation program described herein.

**Robocall Mitigation Program** – We have Fraud Detection AI system implemented on our switch, which is capable of doing speech to text conversion in real-time basis and detect all scam/fraud calls either Robocalls or detect any recorded messages being played during the call. It is also able to capture A-leg of the call to identify the speech and generate a detailed report of the call which falls under the red flags. We can instantly block the RTP/media IP of such callers through a click to prevent them from sending further fraudulent calls to our network.

**Traceback** – We are committed to maintaining the integrity of our network and actively combating illegal robocalling activities. As part of this commitment, we respond to all traceback requests within 24 hours when received from the Federal Communications Commission (FCC), authorized law enforcement agencies, or the officially recognized traceback consortium (such as the Industry Traceback Group).

Our cooperation includes:

- Promptly identifying the source of suspicious or unlawful call traffic originating from our network
- Providing requested call records or relevant information, in compliance with applicable laws and privacy regulations
- Taking appropriate corrective measures, including suspending or terminating service to customers found to be originating illegal robocalls
- Supporting broader efforts to investigate, trace, and prevent unlawful call activity in collaboration with industry partners and regulators

We take these responsibilities seriously to ensure that our services are not misused and to uphold public trust in telecommunications.

**Knowing our customer** – We follow the best practices for vetting caller identity described by the NANC Call Authentication Trust Anchor Working Group. When customers sign up for service, vetting the customer to determine if they will be originating high call volumes, such as a call center, however at this time we currently do not serve any such customers.