

Ignite LLC Robocall Mitigation Plan Purpose Ignite LLC (“IGNITE LLC”) is dedicated to stopping illegal calls from originating in our network and monitoring the calls coming into our network consistent with Federal Communications Commission (“FCC”) regulations. IGNITE LLC has implemented the STIR/SHAKEN call authentication protocol in the IP portions of its network. STIR/SHAKEN does not, however, cover the TDM portions of IGNITE LLC’s network. Therefore, IGNITE LLC has also adopted the policies and procedures set forth in this document to comply with the FCC’s anti-robocalling regulations. This document defines IGNITE LLC’s Robocall Mitigation plan. “Know Your Customer” (“KYC”) The accurate identification of a subscriber in the STIR/SHAKEN ecosystem is tied to a telephone number-based caller identity associated with that subscriber. A subscriber is an entity that has a business relationship with IGNITE LLC through which we transit, originate and/or terminate calls on behalf of the subscriber. IGNITE LLC confirms a subscriber’s identity by vetting a subscriber directly or by using a third-party vetting service. The vetting process includes collecting information such as:

- physical business location,
- contact person(s),
- state or country of incorporation,
- federal tax ID,
- nature of the customer’s business.

Telephone Number Authorization –

For the purposes of this plan, a Telephone Number (TN)-based caller identity is defined as the originating phone number included in call signaling used to identify the caller for call screening purposes that is uniquely associated with a subscriber. A TN used for caller identity may or may not be associated with the subscriber’s account with the responsible party. A subscriber is permitted to use a TN as a caller identity if a TN is directly managed by IGNITE LLC and/or obtained by IGNITE LLC from one of IGNITE LLC’s underlying carriers for use by the subscriber. In most cases, IGNITE LLC directly manages TNs used by its subscribers. IGNITE LLC tracks these numbers in its inventory system and monitors the assignment of these numbers. In these cases, TN validation is the inherent result of IGNITE LLC’s assignment of the TN to its subscriber. When originating a call, IGNITE LLC checks the calling party number (also called the ANI) against IGNITE LLC’s inventory and will not attest the call unless the calling party number is a TN that has been properly validated.

Monitoring -

IGNITE LLC has monitoring and reporting systems in place to analyze high-volume voice network traffic to identify and monitor patterns consistent with Robocalls. Our monitoring systems alert on calling patterns with unusual spikes, traffic patterns, or attempted use of non-validated ANIs to detect patterns consistent with illegal Robocalls and attempts at illegal call spoofing. If IGNITE LLC detects a pattern consistent with illegal Robocalls, or we have reason to suspect illegal Robocalling or spoofing is taking place over our network, we will seek to identify the party that is using our network to originate, route, or terminate these calls and take appropriate action. Taking appropriate action may include, but is not limited to, initiating a traceback investigation, verifying that the originating commercial customer owns

or is authorized to use the Caller ID number, and suspending or terminating the party's ability to originate, route, or terminate calls on our network.

Investigation of Suspicious Activity and Traceback –

IGNITE LLC and follows US Telecom Industry Traceback Group ("ITG") recommended industry best practices and cooperates in traceback and trace forward investigations. To allow for timely and comprehensive responses, IGNITE LLC will dedicate sufficient resources to provide prompt and complete responses to traceback requests. IGNITE LLC will investigate suspicious activity found by its monitoring systems or reported to IGNITE LLC by consumers or third parties. The investigation could potentially result in opening a traceback request or with IGNITE LLC contacting a subscriber to correct improper use of the platform, or, if the subscriber or subscriber's End User does not respond or comply, to block their use of the platform. For all new and renegotiated IGNITE LLC contracts governing the transport of voice calls, IGNITE LLC intends to contractually require IGNITE LLC's subscribers to cooperate with in traceback investigations by identifying the upstream provider from which the suspected illegal Robocall entered our network.

Blocking –

When it is administratively feasible, IGNITE LLC will implement Do Not Originate ("DNO") requests it receives from the ITG. If IGNITE LLC's monitoring systems identify suspected Robocalling patterns that are confirmed with further investigation, IGNITE LLC will take appropriate action which may include suspending or terminating the subscriber's or End-User's use of IGNITE LLC's network.

Plan Updates –

This plan and industry best practices must evolve to respond to the dynamic nature of mitigating illegal Robocalling. IGNITE LLC will monitor industry best practices and continuously improve our internal processes to ensure this plan and our systems adapt to this ever-changing issue.