

Robocall Mitigation Compliance

Datacruz Internet, Inc.

PO Box 220, Mishawaka, IN 46546

574-254-5254



Datacruz Internet, Inc ("Datacruz") is committed to cooperating with the Federal Communications Commission (FCC), law enforcement, and the industry traceback consortium in investigating and stopping any illegal robocallers that it learns are using our service to originate calls or transit calls into the United States and territories.

All customers using Datacruz as a VoIP service provider are subject to the following rules regarding phone calls originating on the Trunks and DID's that are used on any system or device.

Principals, Affiliates, Subsidiaries, and Parent Companies

Datacruz has **one** principal, **no** affiliates, **no** subsidiaries, and **no** parent companies. The principal contact information is below:

Name: John Pierce

Title: CEO/President

Address: PO Box 220, Mishawaka, IN 46546

Phone: 574-254-5254

Email: john@cpdist.com

Know Your Customer

Datacruz follows best practices for vetting caller ID as described by the NANC Call Authentication Trust Anchor Working Group. (<https://docs.fcc.gov/public/attachments/DOC-367133A1.pdf>)

Traceback

Datacruz responds to all traceback requests from the Commission, law enforcement, and the registered traceback consortium and cooperate with such entities in investigating and stopping any illegal robocallers that use our service to originate calls.

Robocall Mitigation Program

Datacruz has two upstream providers from which it receives voice traffic:

1. **CoreDial LLC**
Arborcrest 1, 751 Arbor Way
Suite 150
Blue Bell, PA 19422
Phone: 215-297-4400
Email: cdsupport@skyswitch.com

2. **White Label Communications**
395 Valley Brook Road
Suite 4
Canonsburg, PA 15317
Phone: 215-987-4500
Email: support@whitelabelcomm.com

In addition to receiving voice traffic from the aforementioned upstream providers, Datacruz uses software & services provided by both **CoreDial LLC** and **White Label Communications** to monitor outbound voice traffic in real-time to prevent the origination of illegal robocalls. Combining behavioral analytics, caller authentication and verification, our solution features:

- No Outbound calls can show an outbound caller ID that differs from a phone number owned by the Customer.
- No excessive Dialing or short Dialing (less than 6 second) is allowed.
- No outbound Auto Dialers can be used without programming done by a Datacruz Employee.
- Any traceback requests from the FCC, law enforcement, or the industry traceback consortium will have full cooperation from Datacruz to stop or investigate illegal robocallers.
- Call Blocking Support: Accurate identification enabling subscribers to block fraudulent phone calls as per the TRACED Act (2019)
- Business Number Verification: Register legitimate business numbers to prevent unintentional call blocking.
- Caller ID Name Service: Easy integration of Caller ID name lookup service, including robocall mitigation with an override to include original caller ID even when a call is determined fraudulent.
- All new customers are verified with a combination of electronic and manual verification systems, references from trusted industry members, and previous experiences with customer executives and employees. Datacruz severely limits the capabilities of new

accounts until these appropriate processes are complete.

Datacruz reserves the right to refuse traffic from any party at any time where robocalling or use of originating numbers that are not valid or they are not authorized to use has occurred or is suspected. Datacruz is able to block the originating number(s), terminating numbers(s), trunk(s) or customer, including termination of customer relationship to prevent robocalling, invalid originating number or spoofed origination number transiting Datacruz's networks. Datacruz uses the analytics systems provided by **CoreDial LLC** and **White Label Communications** to identify and block illegal voice traffic.

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