

Ray Corporation Limited is a VoIP service provider working as an intermediary with B2B (Business 2 Business). Our customers are exclusively businesses.

## **Know Your Customer:**

Each Ray customer must provide a physical business address, business registration, and name and contact information for at least one responsible individual. The business must have a web presence and contact email must be a domain dedicated to the business. The business must be registered in any country around the world. Payment must be via bank transfer. We cross-check and verify all these items and refuse to serve customers that are in any way suspicious.

## **Rate Limits:**

These limits are set on a customer-by-customer basis based on conversational calling expectations given their business profile

## **Caller-ID:**

As an Intermediary we do forward all the caller id as we receive from our customer, we do not change or allow anyone to change their caller id. All outbound/Inbound calls must use a Caller-ID. We use our licensed soft switch from voipswitch.

## **CDR Monitoring:**

Ray assesses each customer's traffic on a weekly basis. We examine a set of metrics (number of call attempts, answer seizure ratio, average call duration, fraction of calls shorter than 60 seconds), looking for: (a) signs of automated dialing; (b) significant change from that customer's historic usage. Any anomalies result in immediate engagement with the customer to obtain a thorough, definitive explanation. If not resolved within 7 business days, the customer's service is suspended.

## **Traceback:**

Ray responds promptly to all traceback requests. Any traceback results in an immediate detailed analysis of the initiating customer's CDRs for the past 30 days, followed by engagement with the customer to explain anomalies in the CDRs as well as the specific traceback example. If we do not receive satisfactory explanation within 72 hours, the customer is suspended. A customer that is the subject of three tracebacks in 90 days is permanently banned from our platform, unless the traceback examples are shown with certainty to be legal and compliant.