

Talkstream Labs LLC - Robocall Mitigation Plan

KYC

Talkstream Labs LLC recognizes and abides by the best practices for vetting end user and customer identity as outlined by the NANC Call Authentication Trust Anchor Working Group. (<https://docs.fcc.gov/public/attachments/DOC-367133A1.pdf>)

Robocall Mitigation Plan

Talkstream Labs LLC (Talkstream) provides business phone services. Businesses can obtain a business phone seat with features such as IVRs, Auto Attendant, voicemail, and various other business PBX features. In addition, Talkstream has implemented the following:

- **Fraudulent Traffic Detection and Mitigation:** Talkstream monitors for any anomalous traffic that is generated that falls outside the scope of a typical person to person pattern.
- **Subscriber Notification:** Talkstream employs the use of enriched caller name delivery to our subscribers that gives information on the calling party for inbound calls. The enriched name service identifies the source number against a list of known fraudulent, telemarketing, or spam entities and prefixes or replaces the inbound caller name to our subscribers.
- **Call Blocking Support:** Accurate information allowing Talkstream to block a fraudulent phone call or subscriber per the TRACED Act (2019)

Traceback Requests

Talkstream will diligently respond 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.

STIR/SHAKEN Extensions

Given Talkstream currently has less than 100,000 voice subscriber lines, we are eligible for and invoking STIR/SHAKEN implementation extension received under 47 CFR § 64.6304. As such all the voice traffic that originates from the Talkstream network is subject to the robocall mitigation program described below.

Talkstream has implemented an Abuse Policy that is published with our terms of use as per the below.

“Any call originated on the Talkstream network is subject to inspection and investigation if the call is suspected of being fraudulent, abusive, or illegal. Calls meeting any of these criteria will be blocked. If these conditions are repeated, becoming excessive, the subscriber may be removed from the Talkstream network, and may be subject to further investigation by the FCC for enforcement of the TRACED Act and the subscriber may be subject to fines and penalties imposed by the FCC or the jurisdictional court.”

