



National Design Group Inc. Robocall Mitigation Compliance with TRACED Act

National Design Group Inc. (the “Company”) 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.

THE COMPANY:

National Design Group Inc. (the “Company”) is a Company based in Virginia and is duly registered with the FCC and has the FRN/CORES ID of 0024212037 and the 499 filer ID issued by USAC of 830674.

The Company is a small but going concern in Virginia and specializes its business around the Managed Service Provider (MSP) model and also installs communications networks for clients.

As an adjunct the Company offers solutions for Customers which support hosted telephony products for businesses which without limitation include Hosted voice and IPPBX Solutions along with certain unified Communications products. The business is localized to specific areas within the state of Virginia and has a minimal customer base in District of Columbia and also Maryland.

The Company uses CoreDial as a platform to support and provision hosted telephony products. The Company does not have its own telecommunications switch and does not have its own network infrastructure to manage telephony, calling and or traffic. The Company relies on the CoreDial platform due to the unique nature of all the tools that CoreDial provides in order to support telephony.

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

The Company primary place of business is:

Street: 10281 Frosty Ct., Suite 150
City, State, Zip: Manassas, VA 20109
Main Number: 888-724-9990
General email address: dawn@ndgl.com
Website: www.ndgl.com

Leaders of the company are:

CEO:

Name: Michael Hall
Street: 10281 Frosty Ct., Suite 150
City, State, Zip: Manassas, VA 20109
Direct Dial: 888-724-9990
Email Address: mike@ndg1.com

CFO/Finance Director:

Name:
Street,
City, State and Zip
Direct Dial:
Email Address:

Designated RMD Contact:

Name: Daniel Sheets
Street, 10281 Frosty Ct, Suite 150
City, State and Zip Manassas, VA 20109
Direct Dial: 888-724-9990
Email Address: dsheets@ndg1.com

The Company has fully implemented STIR/SHAKEN.

The Company commits to fully responding within 24 hours to all traceback requests from the ITG, the TPTG, the FCC, and law enforcement. The Company shall cooperate with these groups to investigate and stop any illegal robocallers from using Company's service to carry or process illegal calls.

When notified by the FCC's Enforcement Bureau, Company shall block and report identified illegal traffic, and any substantially similar traffic, on an ongoing basis (unless Company's investigation determines that the traffic is not illegal) when Company receives actual written notice of such traffic from the Enforcement Bureau.

If Company determines that the identified traffic is not illegal, Company shall provide the Enforcement Bureau with an explanation as to why Company reasonably concluded that the identified traffic is not illegal, and what steps it took to reach that conclusion.

The Company utilizes a combination of internal tools and third-party solutions to check for Do Not Originate (DNO) numbers. In addition, the Company utilizes a combination of internal tools and third-party solutions to detect invalid phone number formats, area codes and unassigned number blocks. The Company also utilizes data analytics to detect and investigate irregular and unexpected calling patterns, originating number use against customer profiles.

KNOW YOUR CUSTOMER (KYC)

The Company also utilizes data analytics to detect and investigate irregular and unexpected calling patterns, originating number use against customer profiles.

The Company uses data systems for analytics and reviews to identify illegal robocalling in addition to a Know Your Customer (KYC) requirement to access the Company's networks.

The process includes:

- Monitoring the network to identify suspicious traffic patterns.
- Limiting customers' capacity via call per second and/or concurrent session limits.
- Regularly checking call patterns for possible abusive traffic.

Additionally, due to nature of the Company's business model the Company truly knows their customer. Not only in light of the above mentioned metrics but from the very start of a Customer relationship the Company establishes identification. From the intake and onboarding process of a Customer account to the relationship the Company builds with the Customer.

All new customers are verified with a combination of electronic and manual verification systems, credit reviews, references from trusted industry members, and previous experiences with customer executives and employees. The Company severely limits the capabilities of new accounts until these appropriate processes are complete.

National Design Group Inc. has two upstream providers from which it receives voice traffic:

1. PayG LLC dba
SkySwitch
Arborcrest 1,
751 Arbor Way Suite
150 Blue Bell, PA
19422 Phone:
747.777.8100
Email: support@skyswitch.com
2. CoreDial LLC
Arborcrest 1, 751 Arbor Way Suite
150 Blue Bell, PA 19422
Phone: 215.297.4400
Email: cdsupport@skyswitch.com

The Company 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.

The Company 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 the Company's networks.

As part of the Company's KYC process the company has an MSA with every customer it deals with where the Company also asks the direct business Customer for things like FEIN Number, information related to ownership and the leadership team. Further since the Company installs and manages a customer's network the Company knows intimately the Customer who they are dealing with.

Since the Company deals specifically with business customers and does not deal with nor sell to resellers or wholesalers; the risk of any violation to any FCC Order is low related to telemarketing and Robocalling due to the nature of the Company customer base.

In light of Robocalling and/or telemarketing and as mentioned above if the Company determines any sort of possible or actual activity related to one of its business Customers; the company will, investigate and at the same time halt any traffic to that specific customer and then if needed terminate that customer immediately.

DECLARATORY STATEMENT BY COMPANY

The Company certifies that it has never been under investigation or committed any wording with any local, state, or Federal agency or equivalent as related to telemarketing or robocalling. And the company does not own its own network.

ADDITIONAL DISCLOSURES

Although it is clearly understood by reading this document that the company has no facilities, no switch or any other way to originate traffic the Company is in the process of securing an IPES OCN from NECA and also the proper token/certificate in order to be in full compliance. Either now and/or in the future the Company will not use these items in the context of its business as there is no real necessary function of use. However, the Company has always strived for; and to ensure it is always fully compliant in every respect.

If when and as the Company business may change designated Company representatives only will update this RMP as appropriate.