



1017 Main Campus Dr, Ste 2300, Raleigh- 27606

Robocall Mitigation Program for LCUBE VOICE LLC

LCUBE VOICE LLC (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 robo callers that it learns are using our service to originate calls or transit calls into the United States and territories.

Traceback Cooperation in Contracts

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 robo-callers from using the 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.

Know Your Customer (KYC) Process

The Company verifies the identity of new commercial customers by collecting information such as:

- 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.
- All new customers are verified with a combination of electronic and manual verification systems, credit reviews, references from trusted industry members, and previous experiences



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with customer executives and employees. The Company severely limits the capabilities of new accounts until these appropriate processes are complete.

STIR/SHAKEN Implementation

The Company performs full STIR/SHAKEN authentication.

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.

If any questions regarding the Company Robocall Mitigation Plan Please Contact:

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