



We Communicate Quality™

Southern Tele-Communications (STC), LLC

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Robocall Mitigation Plan

February 19th, 2026

STC is a reseller of hosted VoIP services and SIP trunks. In addition to hosted VoIP services, STC provides SIP trunks to customers with hosted and premise telephone systems. These telephone systems are incapable of providing connections to the Public Switched Telephone Network other than through our SIP trunk carriers. As such, we depend on our underlying carriers' Stir/Shaken implementations in addition to our own Robocall Mitigation Plan outlined below.

Regulatory Compliance and Policy Enforcement

STC is committed to following the robocall mitigation program outlined in Title 47 § 64.6305 to avoid the origination, carrying, or processing of illegal robocall traffic.

Know Your Upstream Providers

STC only resells SIP trunks and hosted services from providers that are listed in good standing in the Robocall Mitigation Database, and who implement Stir/Shaken, or valid Robocall Mitigation procedures. Since our equipment and IP networks are incapable of connecting to the Public Switched Telephone Network other than through these services, this provides the procedures necessary to prevent illegal robocall activity.

Know Your Customer (KYC) Procedures

STC collects and maintains information on our customers, including corporate name, physical address, and ownership of numbers ported from other carriers. We do not program any Caller-ID information that does not legitimately belong to the customer. STC also includes notifications in its service agreements specifying that use of our services for illegal robocall traffic is not allowed and that STC complies with FCC regulations regarding investigating violations of this policy.

Monitoring, Reporting and Corrective Action

STC collaborates with our carriers to align efforts in robocall prevention. Any unusual call patterns, usage spikes, or suspicious activity is investigated. Any robocall violations will be addressed directly with the offending customer, requiring immediate corrective action or service will be suspended.

Traceback Cooperation

STC commits to respond fully and within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to carry or process calls.

FCC or Regulatory Action

STC has not, at any time in the prior two years, been the subject of a formal Commission, law enforcement, or regulatory agency action or investigation with accompanying findings of actual or suspected wrongdoing due to the filing entity transmitting, encouraging, assisting, or otherwise facilitating illegal robocalls or spoofing, or a deficient Robocall Mitigation Database certification or mitigation program description.

Conclusion

STC remains committed to maintaining the integrity of our services and protecting our customers from unwanted robocalls. While we operate within the constraints of our carrier's infrastructure, we will diligently follow this Robocall Mitigation Plan.