

Robocall Mitigation Plan V1.0 (06.19.2024)

Background:

The FCC Robocall Mitigation Order outlines three affirmative obligations for voice service providers to combat illegal robocalls:

1. respond to **traceback** requests from the FCC, civil and criminal law enforcement, and the Consortium;
2. take steps to effectively **mitigate illegal traffic** when it receives actual written notice of such traffic from the FCC;
3. implement affirmative, effective measures to **prevent new and renewing customers from using its network to originate illegal calls**.

CPU IT's Commitment to Voice Service Provider Obligations:

- **Traceback:** CPU IT agrees to comply with efforts to traceback the source of suspected robocalls by cooperating with traceback requests received directly from the FCC, law enforcement, carriers, and industry associations. Call records are created by our SIP Provider for all calls and are searchable. CPU IT will be notified of any Traceback requests from our SIP Provider and will respond within 24 hours.
- **Stir/Shaken:** CPU IT's SIP Trunk Provider has fully implemented STIR/SHAKEN with Level A Attestation: Level A means that CPU IT's SIP Trunk Providers knows for certain that our customer's outbound caller ID is a real number that CPU IT either owns, or have authorization to use as your outbound caller ID.
- **Telephone Number Verification:** Telephone numbers are automatically verified by CPU IT's SIP Trunk provider. All outbound calls that originate using Caller ID information of phone numbers on the network will automatically be verified.
- **Know Your Customer:** CPU IT only partners with business customers known to the CPU IT or customers that are carefully vetted at the time of contract, including the principal address and nature of their business. CPU IT verifies customer information for new and renewal contracts as well as confirms their right to use the telephone numbers presented during calls.



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- Acceptable Use Policy: The Company's Terms and Conditions are incorporated in its Service Agreement and is a guide for its customers to understand the intended and permissible uses of our service, and to prevent exploitation, fraud, and abuse of our unlimited calling plans and features. CPU IT has the right to deny, suspend or terminate service to any customer that does not follow the Acceptable Use Policy.
- Designating an Employee Responsible for Addressing Robocall Mitigation-Related Issues: CPU IT has designated the following point-of-contact to support any robocall mitigation issues and traceback inquiries:

Kyle Kerby
Senior VOIP Product Manager
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