



STIR-SHAKEN Implementation Status

The partner used by the provider (NovaCorp) is fully compliant with STIR/SKAKEN and all calls originating on the partner's network will receive attestation, with no action required by the provider. Partner has been approved by the STI-PA to participate in the SHAKEN/ STIR framework and is fully SHAKEN/STIR compliant.

Traceback Requests

The provider will cooperate with the FCC, law enforcement, and the Industry Traceback Group (ITG) on all traceback requests and investigations. The provider will dedicate sufficient resources to promptly complete and respond to all traceback requests received from the FCC, law enforcement, and/or the ITG, committing to fully responding to any traceback request within 24 hours.

Customer Vetting Practices

To prevent or minimize the origination of illegal robocalls through its voice services, the provider will use best practices to vet the identity of all voice service subscribers, whether residential or business/commercial. The subscriber vetting process is intended to determine the legitimacy of a customer for establishing a service relationship. The provider generally confirms the identity of customers using its voice services by collecting information such as physical location, contact person(s), state or country of incorporation, federal tax ID, and the nature of the customer's business.

Telephone number validation involves confirming the customer or end-user's right to use a telephone number in connection with their subscribed voice services. In accordance with industry best practices, the provider has procedures in place to confirm the calling customer's right to use a telephone number. Specifically, a subscriber of the provider's services is permitted to use a telephone number as their caller identity if the number is directly managed by the provider and/or obtained by the provider through an underlying partner.

