

Robocall Mitigation Program Description

Valence Inc.

FRN: 0035262633

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1. Overview

Valence Inc. is a **white-label reseller of SkySwitch** VoIP services. As such, all calls originating from our network are processed through SkySwitch's infrastructure, which has fully implemented the **STIR/SHAKEN** framework in compliance with FCC regulations.

2. STIR/SHAKEN Compliance

- Valence Inc. does not independently originate or process call traffic.
- All outbound calls are handled exclusively by SkySwitch, which ensures full STIR/SHAKEN authentication.
- Because SkySwitch has implemented STIR/SHAKEN across its network, all calls from our customers are fully authenticated before reaching the public switched telephone network (PSTN).

3. Robocall Mitigation Practices

Since Valence Inc. does not originate calls independently, our robocall mitigation responsibilities focus on **customer vetting** and compliance monitoring. Our mitigation efforts include:

- **Customer Vetting:**
 - We only provide service to **existing customers** or those who pass a **comprehensive credit and background check**.
 - We do not accept anonymous or unverified customers to prevent fraudulent use of our services.
- **Traffic Monitoring:**
 - Since all call traffic is routed through SkySwitch, we rely on their monitoring and mitigation tools to identify and block suspicious activity.

4. Compliance with FCC Traceback Requests

- Valence Inc. is fully committed to cooperating with the **FCC, USTelecom's Industry Traceback Group, and law enforcement** in traceback investigations.
- If notified of suspected illegal robocall activity, we will promptly work with SkySwitch to take appropriate action.

5. Conclusion

As a white-label reseller, Valence Inc. ensures compliance by exclusively using SkySwitch, a provider with full STIR/SHAKEN implementation. Additionally, our strict customer vetting process minimizes the risk of fraudulent or illegal robocall activity on our platform.

**Signed, Michael
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