

Robocall Mitigation Program Description

1. Company Overview:

Capacity, LLC markets and sells Conversational Voice AI technologies with its IVA, capable of providing customer service and other automation for both inbound and outbound calls across various

industries including Automotive, Financial Services, Insurance, and Retail.

2. Implementation of STIR/SHAKEN:

While Capacity itself has not directly implemented STIR/SHAKEN, we ensure compliance through our

reliance on carriers who are fully compliant with the STIR/SHAKEN caller ID authentication standards. All

outbound calls made using our service are routed through these carriers, guaranteeing that caller ID

authentication is rigorously applied and ensuring a high level of scrutiny and authentication for every

call. Capacity does not access the public switched telephone network (PSTN) directly.

3. Robocall Mitigation Practices:

In addition to our reliance on Compliant Carriers, Capacity employs the following operational robocall mitigation practices:

A. Know Your Customer (KYC): Capacity has processes in place to know or validate the identities of their customers, only supporting pre-approved, legal use cases. This prevents malicious actors from

abusing the network to place illegal robocalls.

B. Network Monitoring: Capacity regularly monitors our network traffic and takes action when patterns typical of illegal robocall campaigns are identified. This can include unusually high call volumes or short-duration calls indicative of automated systems.

C. Blocking Capabilities: Capacity has capabilities to block or mitigate calls identified as originating from illegal robocall operations. This includes implementing processes to handle calls that fail certain authentication checks.

D. Complaint Handling: Capacity has processes in place for handling robocall complaints. There

are clear channels established to receive reports of suspected robocalls, and a systematic approach

to investigating and addressing these complaints.

E. Cooperation with Agencies: Capacity fully cooperates with third-party enforcement agencies that help combat illegal robocalls. This includes sharing information and best practices for identifying and mitigating robocalls.

F. Continuous Improvement: Capacity regularly reviews and updates robocall mitigation strategies and practices as technology, techniques, and regulatory requirements evolve.

4. Contact Information:

For further inquiries or more details on our robocall mitigation efforts, please contact:

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Capacity remains committed to maintaining the highest standards of telecommunications integrity and compliance with FCC regulations.