

Robocall Mitigation Program Description - GetHuman, Inc.

Date: April 1, 2025

Company Identification

- **Legal Name of Filer:** GetHuman, Inc.
- **FCC Registration Number (FRN):** 0031500606
- **Primary Business Address:** 1770 Mass Ave, Suite 1004, Cambridge, MA 02140
- **Primary Contact Information:**
 - **Name:** Jeffrey Whelpley
 - **Title:** Chief Technology Officer
 - **Email:** jeff@gethuman.com
 - **Phone:** 857-222-0288

Statement of Commitment

GetHuman, Inc. is committed to taking reasonable steps to avoid originating illegal robocall traffic. We pledge to respond fully and within 24 hours to all traceback requests from the Federal Communications Commission (FCC), law enforcement agencies, and the industry traceback consortium. Furthermore, GetHuman is committed to cooperating with these entities in the investigation and cessation of any illegal robocallers that may utilize our services, even indirectly through our voice service provider.

Description of Robocall Mitigation Practices

- **Originating Traffic Through Bandwidth:** GetHuman originates all of its voice calls through a registered voice service provider, Bandwidth, Inc. We rely on Bandwidth's network infrastructure for call origination and termination.
- **STIR/SHAKEN Implementation Plan:** GetHuman is currently in the process of obtaining a STIR/SHAKEN certificate. Upon receipt of this certificate, we will promptly provide it to Bandwidth for implementation. We anticipate that Bandwidth will then utilize this certificate to sign all calls originating from GetHuman with the appropriate attestation level. Our current target for providing the certificate to Bandwidth for full implementation

is June 1, 2025. We understand the importance of STIR/SHAKEN in combating illegal robocalls and are prioritizing this implementation.

- **Reasonable Steps to Avoid Illegal Robocalls (Pre-STIR/SHAKEN):** While we are in the process of implementing STIR/SHAKEN, GetHuman takes the following steps to mitigate the risk of originating illegal robocalls:
 - **Service Monitoring:** GetHuman monitors its outbound call traffic for unusual patterns, such as exceptionally high call volumes or short-duration calls, which could potentially indicate suspicious activity.
 - **Complaint Handling:** GetHuman has established procedures for receiving and investigating any complaints related to calls originating from our services. Individuals wishing to report a concern can contact us at compliance@gethuman.com. All complaints are reviewed by a team of dedicated specialists, and appropriate action is taken as necessary.
 - **Adherence to Calling Regulations:** GetHuman is committed to complying with all applicable federal and state laws and regulations related to telephone communications, including the Telephone Consumer Protection Act (TCPA) and the Truth in Caller ID Act.
 - **Post-STIR/SHAKEN Practices:** Once STIR/SHAKEN is implemented by Bandwidth using our certificate, the authentication of our outbound calls will serve as a significant enhancement to our robocall mitigation efforts. This will allow downstream providers to have greater confidence in the legitimacy of calls originating from GetHuman.

Traceback Cooperation

GetHuman is committed to responding to all traceback requests from the FCC, law enforcement, and the industry traceback consortium within 24 hours of receipt. The designated contact person responsible for handling traceback requests is:

- **Name:** Jeffrey Whelpley
- **Title:** Chief Technology Officer
- **Email:** jeff@gethuman.com (also available via compliance@gethuman.com)
- **Phone:** 857-222-0288

Upon receiving a traceback request, our internal process involves immediate acknowledgment, thorough investigation of the call details based on available logs and information, and a

comprehensive response provided within the stipulated time frame. We are dedicated to cooperating fully with traceback entities to identify and help stop illegal robocallers.

Certification Statement

The undersigned certifies that the information provided in this Robocall Mitigation Program Description is accurate and complete to the best of my knowledge and belief. GetHuman, Inc. understands its obligations under the Robocall Mitigation Database rules and is committed to ongoing compliance.

Signature

A handwritten signature in black ink, appearing to read "Jeffrey Whelpley", written over a horizontal line.

Jeffrey Whelpley
Chief Technology Officer
GetHuman, Inc.