

Telecom Business Network, Know Your Customer

Company Legal Name: _____

DBA/Trade Name(s): _____

State or Country and Year of Incorporation: _____

Federal Tax ID No. (FEIN) or foreign business license number: _____

FCC Registration Number (FRN): _____ FCC 499 Filer ID: _____

Physical Headquarters Address: _____

Billing Address (if different): _____

Website address: _____

Social Media address: _____

Billing Contact:

Name: _____ Email: _____ Phone: _____

Compliance Contact

Name: _____ Email: _____ Phone: _____

Operation/Network Contact to address traffic complaints

Name: _____ Email: _____ Phone: _____

*Describe types of voice services provided (e.g., Voice Termination, Toll-Free, Voice Origination, US Domestic, International)

MOU: _____ ASR: _____ ACD: _____

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Describe types of businesses served (e.g., conference calling, call centers, international, enterprise, small and medium enterprises, wireless carriers, hosted PBX, other (please specify)).

Do you or your customers engage in telemarketing? (yes/no)

Do you or your customers generate auto-dialed traffic? (yes/no)

Are you a member of the US Telecom Industry Traceback Group (ITG)? (yes/no)

Do you actively participate in the ITG traceback process? (yes/no)

Are you registered in the FCC's Robocalling Mitigation database? (yes/no)

Are you a member of the Intermediate Provider Registry (IPR)? (yes/no)

Have you implemented STIR/SHAKEN in your network? (yes/no)

Do you have a Robocalling mitigation plan in place, including customer vetting? (yes/no)

The US government and US Telecom Traceback group have enhanced their efforts to tackle the crippling U.S. fraud & Robo Calling epidemic.

TBN has always been compliant with all US Agencies and is a good standing member of the US Telecom Traceback Group Community. As a member, we are taking an aggressive stance to help battle the Fraudulent and illegal ROBO calling that has plagued all consumers.

As a warning, there are a lot of offshore companies, signing up for accounts with US carriers, to terminate their calls. Fraudulent Call Centers are looking for new homes in order to terminate these "Scam Calls" by masquerading themselves as Social Security, IRS, law enforcement and other government departments calls.

TBN only accepts traffic that complies with applicable United States laws and regulations and will not work with any companies who are offshore and/or are not registered with the FCC and found in the "RoboCall Mitigation Database" "RMD." In our efforts, TBN follows these procedures:

- All Tracebacks for all US and Foreign entities will be subject to a \$3,000.00 fee for every Traceback including the following consequences.
- All customers originating traffic in violation of the FCC Trace Act, such as robocalls, calls impersonating Social Security, IRS, Law Enforcement or other government departments,

Telecom Business Network, Know Your Customer

and traversing the TBN network, will receive an initial violation warning.

- A second offense of this nature will potentially constitute a temporary or permanent suspension of TBN services.
- Upon a consecutive third offense, the account will be suspended pending termination until a mitigation plan is in place.
- All tracebacks must be responded to immediately, and end-users that are non-compliant, removed from the network
- If fraud or robocalling continues after notification, your account will then be terminated immediately and permanently.

The Broadband association requires all clients to reply to tracebacks, passing on the customer information that originated the call that is flagged for the fraud.

- If you don't reply to tracebacks, you get a strike against your company and TBN also gets a strike.
- If you do not fill out the traceback form, you will then be treated as the end-user who committed the fraud call. TBN will terminate your account from our network.
- Suspension and/or Termination is up to the discretion of TBN.

My signature below in representation of _____,
Company name

- agree that I have read and do hereby recognize the "Know Your Customer" Robocall Fraud Policy as set forth by TBN, Inc.
- do hereby agree to comply with all rules regulations as set forth by the FCC, and its governing bodies – "Industry Traceback Group," "US Telecom," and the policies of the "TBN, Inc." network.
- Agree to participate, respond, and mitigate any and all traceback requests put forth by US Telecom, Traceback Group in representation of the FCC's Industry Traceback Group (ITG), in a timely manner.
- That our company is a Terminating Service Provider (TSP) in the Robocall Mitigation Database (RMD) and that all customers are vetted prior to sending any call to the TBN, network. RMD# _____

X _____
Compliance Officer Signature

Date: _____

X _____
Compliance Officer Name (Printed)