

Robocall Mitigation Plan

1. OVERVIEW

STELLA Automotive AI is a conversational AI platform designed to enhance customer engagement and streamline operations within automotive dealerships. Automotive dealerships forward their calls to us (through our upstream voice service provider Telynx), STELLA answers their calls, interacts with the customers to book them a service appointment, and/or forwards their call back to the dealership.

2. STIR-SHAKEN IMPLEMENTATION

We, STELLA Automotive AI, do not perform STIR/SHAKEN call authentication ourselves. Instead, we rely entirely on our upstream voice service provider, Telynx, who has implemented a complete STIR/SHAKEN solution. All calls are routed through Telynx and we have confirmed they are listed in the FCC's Robocall Mitigation Database as a fully compliant entity. We also maintain strict customer vetting and enforcement practices to prevent the origination of illegal robocalls.

3. MONITORING AND TRACEBACK

We monitor our systems and will investigate any suspicious activity. In the event we receive a Traceback request for an illegal robocall, we will act on it immediately, request a specific and detailed explanation from our customer(s) and insist on immediate corrective action. We will respond to all Traceback requests from authorities within a timely manner.