

Vital Communication Inc. Robocall Mitigation Plan

Vital Communication Inc. hereby submits this Robocall Mitigation Plan to the Federal Communications Commission pursuant to the provisions of Public Notice DA 24-73 to establish a “robocall mitigation plan”.

i. STIR/SHAKEN IMPLEMENTATION STATUS

- a. Vital Communication Inc. has not implemented the STIR/SHAKEN authentication framework as Vital Communication Inc. operates as a ‘pure reseller’. Vital Communication does not operate any interconnecting network between the customer and upstream service provider.

ii. TRACEBACK REQUEST

- a. Vital Communication Inc. will cooperate with the Federal Communications Commission and law enforcement on all traceback requests and investigations. Vital Communication Inc. will respond to any inquiry and/or notification of violation and will work with customers and upstream service providers to help implement corrective action.
- b. Vital Communication Inc. provides a single point of contact:
Name: David Asplin
Phone Number: 715-387-1970
Email Address: Support@vitalpage.com

iii. KNOW YOUR CUSTOMER

- a. Vital Communication Inc. establishes records confirming legal information and identity to verify customer before establishing and/or providing any service and connection.

iv. KNOW YOUR PROVIDER

- a. Vital Communication Inc. establishes records confirming legal information and identity to verify upstream service provider before reselling upstream service provider services.