

NOVACREST SOLUTIONS
Robocall Mitigation Plan
August 4, 2025

1. Company Information:

- Legal Name: NOVACREST SOLUTIONS
- FCC Registration Number (FRN): 0037353604
- Contact: Robin, Compliance Officer
- Email: info@novacrestsol.com
- Address: 702 Ruth St, Baytown, TX 77520

2. Service Description:

NOVACREST SOLUTIONS is a registered VoIP service provider offering outbound and inbound calling services to businesses.

Our call origination does not occur over SIP-based IP interconnection. Instead, our network relies on upstream carriers for call signaling and routing.

As such, we do not have the technical capability to implement STIR/SHAKEN directly, but we maintain a strict robocall mitigation program to ensure all traffic complies with FCC regulations.

3. Robocall Mitigation Practices:

A. Know Your Customer (KYC)

- We conduct due diligence on all customers before onboarding.
- Customers are required to sign a service agreement and provide valid business documentation.
- We verify the identity, nature of business, and call use cases of each client to ensure legal use.

B. Call Traffic Monitoring

- We use automated traffic analysis tools to detect suspicious calling patterns (e.g., high call volumes, short call durations, unusual call destinations).
- Any anomalies are flagged and manually reviewed by our compliance team.

C. Blacklisting and Call Blocking

- Known spam numbers, invalid CLI patterns, and Do-Not-Originate (DNO) numbers are blocked.
- We regularly update our blocklists from industry and government sources.

D. Complaint Response

- We maintain a dedicated compliance email for spam/abuse complaints.
- Complaints are logged, reviewed, and investigated within 24 hours.
- Repeat offenders or customers engaged in abusive behavior are terminated.

E. STIR/SHAKEN Participation

- NOVACREST SOLUTIONS has not implemented the STIR/SHAKEN authentication framework on any portion of its network.

4. Compliance Contact:

- Name: Robin
- Title: Compliance Officer

- Email: info@novacrestsol.com

5. Principals, Affiliates, Subsidiaries, and Parent Companies

NOVACREST SOLUTIONS is a privately owned entity. The principal of the company is:

- Name: Robin

- Role: Owner and Managing Member

- Ownership: 100%

There are no parent companies, no subsidiaries, and no affiliated entities associated with NOVACREST SOLUTIONS.

6. STIR/SHAKEN Exemption Justification

NOVACREST SOLUTIONS has not implemented the STIR/SHAKEN authentication framework on any portion of its network.

This is because our network does not currently support SIP-based IP interconnection required for STIR/SHAKEN implementation.

Our call traffic is routed through upstream providers who manage SIP signaling on our behalf.

In accordance with 47 CFR § 64.6304(d), NOVACREST SOLUTIONS qualifies for an exemption from STIR/SHAKEN requirements because we do not have the technical capability to implement call authentication under the current configuration of our voice services.

Despite this exemption, we fully comply with the robocall mitigation requirements under 47 CFR § 64.6305(a), including:

- Taking reasonable steps to prevent the origination of illegal robocall traffic;
- Maintaining a robocall mitigation program as outlined in this plan;
- Responding within 24 hours to any traceback requests from the FCC, law enforcement, or the industry traceback consortium;
- Fully cooperating with investigations to identify and prevent illegal robocalling activity.

Signed,

Robin

Compliance Officer

NOVACREST SOLUTIONS

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