

STIR/SHAKEN Implementation Status: We are currently working toward full STIR/SHAKEN compliance and obtaining our own STIR/SHAKEN certificate as required by the FCC's Third-Party Authentication Order. We currently partner with Bandwidth and Twilio, who provide STIR/SHAKEN services for call authentication and signing on our behalf and are consistent with 47 CFR § 64.6305(a).

Current Authentication and Security Measures:

- Voice functionality is restricted exclusively to authenticated, licensed telecommunications providers
- Real-time activity monitoring with automated abuse detection capabilities
- Granular control systems allowing immediate suspension of voice functionality at both user and client levels when abuse is detected
- Strict access controls preventing API-based or automated mass calling capabilities
- Rate limiting on all outbound call requests to prevent volume abuse
- Partnership with established carriers (Bandwidth and Twilio) who implement STIR/SHAKEN call signing and authentication

STIR/SHAKEN Compliance Timeline: We are actively working toward obtaining our own STIR/SHAKEN certificate to ensure direct compliance with FCC requirements, including the June 2025 deadline for providers to use their own certificates under the Third-Party Authentication Order. During this transition, we continue to leverage our carrier partners' STIR/SHAKEN implementation to maintain call authentication standards.

Carrier Partnership Approach: Our current implementation utilizes the STIR/SHAKEN services provided by Bandwidth and Twilio, ensuring that calls are properly authenticated while we work toward direct certificate ownership and implementation.

This approach shows you're taking a responsible, multi-layered strategy while being transparent about your current reliance on carrier partners and your plan for direct compliance.