

VoiceCentral, LLC

Robocall Mitigation Plan

STIR/SHAKEN Implementation

VoiceCentral, LLC is an Internet Telephony Service Provider (ITSP) providing VoIP service exclusively through BCM One's SkySwitch platform. Their registration number in the Mitigation Database is RMD0002940. All of our STIR/SHAKEN call signing and call attestations are handled by them in accordance with their policies, practices and technical implementation.

Traceback Participation

VoiceCentral LLC cooperates fully with investigative authorities, industry traceback groups, the FCC and the official consortium designated to lead private traceback efforts. We have a single contact individual designated to handle all traceback requests and coordinate with outside investigations.

Know Your Customer (KYC)

We verify all of our customer information. Much of this verification process is required to ensure we receive payment for our services and maintain tax compliance. We obtain a W9. We verify the incorporated entity with the Secretary of State. Every customer installation is full service. We dispatch a technician to the customer's location to install the voice equipment which also verifies the customer is actually present at the physical address they have provided us with on paper. This full-service installation includes programming and configuring their voice services which inherently requires we review and validate each customer's use case on every installation.

Commitment to Compliance

All VoiceCentral, LLC customers contractually bound by our Terms of Service. These agreements forbid any illegal activity on our services and explicitly forbid spoofing Caller ID. Violations are subject to immediate termination.

As a full service company, we manage all configurations for our customers. Most of our customers do not have any access to modify their Caller ID information. Both our internal employees and customers with any access can only select a drop-down menu of numbers on the account for Caller ID. The interface does not allow for spoofing even via input error. We maintain records of our compliance efforts and will update our policies as the FCC requires.