

FIVE STAR NETWORK SOLUTIONS INC.

Robocall Mitigation Compliance

Introduction

Five Star is a Managed Service Provider that offers VoIP services to its customers as a reseller. As a reseller, Five Star does not own or operate any interconnect equipment to the PSTN.

Five Star relies on its partner carrier for monitoring outbound voice traffic in real-time to prevent the origination of illegal robocalls. Calls are signed by our partner carrier and abide by the FCC's STIR/SHAKEN robocall mitigation rules.

Enforcement

FIVE STAR is committed to cooperating with the Federal Communications Commission (FCC) and Law Enforcement in investigating and stopping any illegal robocalls. Fivestar will respond to all traceback requests within 24 hours and agrees to provide relevant non-proprietary information in response to legitimate requests regarding suspicious or robocall activity.

Know Your Customer

All customers are verified using a combination of electronic and manual verifications. Customer referrals are from existing trusted employees and common industry relationships. We engage in detailed discussions with our clients regarding their calling patterns and confirm they own their telephone numbers by reviewing phone bills. Five Star also confirms the business name, physical business address and contact information.