

Robocall Mitigation Program Description

CS&M Tele-Systems, Inc. (eVoIP)

CS&M Tele-Systems, Inc. ("CS&M") is a Voice Service Provider offering hosted VoIP and unified communications services to business customers.

CS&M does not knowingly originate illegal robocalls and maintains policies and procedures designed to prevent the origination of unlawful or abusive calling traffic. CS&M customers are contractually prohibited from using CS&M's services for illegal robocalling, spoofing, or other fraudulent or abusive purposes.

All outbound voice traffic originating from CS&M's network is authenticated using the STIR/SHAKEN framework. CS&M relies on its underlying platform provider, CoreDial, Inc., to perform STIR/SHAKEN authentication on outbound calls on CS&M's behalf, consistent with FCC rules and guidance.

CS&M maintains a robocall mitigation program that includes monitoring customer activity for indications of illegal or suspicious calling behavior. Upon receiving notice of potential illegal robocalling activity, including customer complaints or notifications from upstream providers or regulators, CS&M promptly investigates and takes appropriate corrective action, which may include call blocking, service suspension, or termination.

CS&M will continue to maintain and update its robocall mitigation practices as required to remain compliant with applicable FCC regulations, including 47 CFR § 64.6305.