

1. Provider Description

Blue Ridge Cloud LLC is a small resale VoIP provider serving business customers. We provide voice services to end users exclusively through a wholesale carrier partner. Blue Ridge Cloud does not operate its own PSTN interconnection or signaling infrastructure and relies on an upstream wholesale provider for call routing, authentication, and network-level call processing.

2. STIR/SHAKEN Implementation Status

Blue Ridge Cloud LLC does **not** directly implement STIR/SHAKEN. All originating and terminating call authentication is performed by our upstream wholesale voice providers, SkySwitch (BMC One), who provide STIR/SHAKEN signing, verification, and attestation for traffic carried on our behalf.

3. Robocall Mitigation Strategy

Blue Ridge Cloud LLC's robocall mitigation program is based on a wholesale-carrier dependency model. All customer calls are carried over networks operated by FCC-compliant wholesale voice providers that:

- Implement STIR/SHAKEN
- Perform traffic monitoring
- Enforce robocall and fraud controls
- Block illegal, spoofed, or suspicious traffic

Blue Ridge Cloud does not permit direct SIP trunking from end users to the PSTN. All customers are provisioned through our wholesale provider platform, which enforces call-origin validation and traffic controls.

4. Customer Vetting & Monitoring

Blue Ridge Cloud LLC performs the following customer onboarding and monitoring practices:

- Customer identity verification prior to service activation
- Business purpose review for voice service use
- Prohibition of high-volume or automated calling unless contractually authorized

- Suspension or termination of customers engaged in suspicious or illegal calling

Any customer suspected of generating illegal robocalls is immediately investigated and service is suspended pending review.

5. Response to Traceback Requests

Blue Ridge Cloud LLC responds promptly to traceback requests from the Industry Traceback Group (ITG), FCC, or law enforcement.

We coordinate directly with our wholesale provider to identify call sources, customer records, and traffic details.

We commit to responding to traceback requests within one business day whenever possible.

6. Ongoing Compliance & Updates

Blue Ridge Cloud LLC commits to:

- Maintaining current and accurate information in the FCC Robocall Mitigation Database
- Updating filings within 10 business days of any material change
- Ensuring our wholesale carriers remain FCC-compliant