

# **Robocall Management and Call Verification Policy**



## **STIR/SHAKEN Framework**

Adex Agency operates as a provider of voice communication services and supports an estimated 100,000 subscriber voice lines. Due to this scale of operations, Adex Agency is eligible for and utilizes a STIR/SHAKEN implementation extension in accordance with 47 CFR § 64.6304.

The majority of outbound calls placed through Adex Agency's network are authenticated using STIR/SHAKEN standards. Any call traffic that is not authenticated is governed by the robocall prevention measures described below.

## **Robocall Monitoring and Enforcement**

Adex Agency maintains network-level monitoring and fraud detection systems to identify unusual or potentially unlawful robocall activity. These systems are configured to detect calls made using invalid, unassigned, or non-functional caller identification numbers.

Upon detection of such activity, Adex Agency promptly restricts or blocks the affected call traffic and conducts an internal assessment to determine the source and nature of the issue. If the investigation confirms that a customer is attempting to place illegal robocalls, Adex Agency issues a formal notice requiring the customer to immediately discontinue such conduct. Failure to comply may result in limitation, suspension, or termination of service.

## **Traceback Handling and Cooperation**

Adex Agency provides timely responses to traceback requests received from the Federal Communications Commission, law enforcement agencies, and the registered traceback consortium. All traceback inquiries are processed within 24 hours, and Adex Agency actively cooperates with these organizations to trace the origin of unlawful robocalls and prevent further occurrences.

## **Customer Verification and Usage Review**

Adex Agency applies customer identity verification and screening procedures in alignment with the best practices established by the NANC Call Authentication Trust Anchor Working Group. During the account setup process, Adex Agency reviews each customer's intended service use and expected calling patterns, including whether high-volume outbound calling is anticipated. Currently, Adex Agency does not provide service to customers whose primary activity involves large-scale outbound calling operations.