



ROBOCALL MITIGATION AND CALL VERIFICATION POLICY

STIR/SHAKEN Framework

Callmint operates as a provider of voice services supporting approximately 100,000 subscriber voice lines and qualifies for a STIR/SHAKEN implementation extension under 47 CFR § 64.6304.

Most outbound calls on Callmint's network are authenticated through STIR/SHAKEN protocols. Any calls that are not authenticated are managed under the mitigation procedures below.

Robocall Detection and Control

Callmint uses fraud detection and call monitoring tools to identify potentially unlawful robocall traffic. These tools flag calls made using invalid or unassigned caller ID numbers.

When such activity is detected, Callmint blocks the traffic and conducts an internal investigation. If a customer is determined to be placing illegal robocalls, Callmint issues a warning requiring the activity to stop. Continued violations may result in termination of service.

Traceback Handling

Callmint responds to traceback requests from the FCC, law enforcement, and the registered traceback consortium within 24 hours and cooperates fully with such requests.

Customer Screening

Callmint follows customer verification practices consistent with NANC Trust Anchor recommendations. During onboarding, Callmint reviews intended service use and anticipated calling behavior. High-volume outbound calling operations are not accepted.