



ROBOCALL PREVENTION AND CALL AUTHENTICATION POLICY

STIR/SHAKEN Status

Dialcore operates as a voice service provider serving approximately 100,000 subscriber voice lines and is eligible for a STIR/SHAKEN implementation extension under 47 CFR § 64.6304.

Most calls originated through Dialcore's network are authenticated via STIR/SHAKEN. Any calls that are not authenticated are handled under the robocall mitigation measures outlined below.

Robocall Detection and Mitigation

Dialcore maintains monitoring and fraud prevention systems designed to detect suspicious robocall behavior. These systems identify calls placed using invalid or unassigned caller ID numbers.

When such activity is detected, Dialcore blocks the calls and conducts an internal review. If a customer is confirmed to be engaging in illegal robocalling, Dialcore issues a notice requiring immediate corrective action. Continued violations may result in service restriction or termination.

Traceback Response

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

Customer Verification

Dialcore follows customer screening and identity verification standards consistent with NANC Trust Anchor recommendations. During onboarding, Dialcore reviews intended service use and expected calling patterns. High-volume outbound calling operations are not supported.