

1. Company Identification

TTEC Digital, LLC, is a United States-based hosted enterprise voice service provider headquartered at:

**100 Congress Avenue, Suite 1425
Austin, Texas 78701
United States**

TTEC Digital provides cloud-based voice communications services, SIP trunk integration, and contact center communications infrastructure services to enterprise and public sector customers within the United States.

The company provides communications services for legitimate business communications including customer service operations and internal enterprise communications.

2. Service Provider Classification

TTEC Digital operates as a Voice Service Provider under applicable telecommunications compliance frameworks established by the Federal Communications Commission.

The company provides:

- **Hosted voice communications infrastructure**
- **SIP-based PSTN interconnection services**
- **Call routing and contact center telephony services**

The company does not provide consumer telemarketing or automated marketing dialing services.

3. Network Architecture and Interconnection Model

Voice traffic is transported through wholesale carrier partners including Tier 1 voice network providers such as Sinch and Inteliquent.

Customers utilize platform-hosted voice infrastructure to connect to the public switched telephone network through carrier-provisioned SIP trunking services.

International calling is permitted only for select customers with appropriate service configuration and is transported through customer-owned carrier trunking arrangements.

4. Customer Service Model

Customers primarily consist of enterprise organizations, contact centers, and government agencies utilizing communications infrastructure for business operations.

Customers are required to comply with service use policies restricting:

- **Telemarketing or mass marketing dialing campaigns**
- **Automated unsolicited calling activities**
- **Non-business communications use cases**

Customers cannot:

- **Self-provision outbound caller identification numbers**
 - **Upload or manage outbound calling lists**
 - **Configure platform services for marketing dialing automation**
-

5. Robocall Mitigation Program

TTEC Digital maintains a robocall mitigation program designed to prevent, detect, and respond to unlawful calling activity.

Controls include:

Customer Onboarding Verification

Customers are validated during onboarding to ensure legitimate business communications use cases.

Traffic Monitoring

Voice traffic is monitored for anomalous calling patterns including:

- **Call volume spikes**
- **Destination abuse patterns**

- **Fraud indicators**

Policy Enforcement

Accounts may be suspended or investigated if suspected of generating abusive traffic.

Service Desk Abuse Response

Customers may report suspected abuse through 24/7 service desk and ticketing workflows.

6. STIR/SHAKEN Participation Statement

TTEC Digital participates in the STIR/SHAKEN framework through reliance on upstream carrier authentication services where available.

The company does not directly perform STIR/SHAKEN authentication but supports caller identity verification through interconnection with certified voice service providers that implement STIR/SHAKEN signing and verification protocols.

7. Destination Controls

The company applies destination-level calling restrictions including blocking or limiting access to high-risk international destinations based on fraud and abuse risk analysis.

8. Traffic Abuse Prevention

TTEC Digital maintains the ability to:

- **Monitor network traffic patterns**
- **Investigate suspected illegal calling activity**
- **Suspend or terminate services for policy violations**

The company focuses on supporting legitimate business communications while mitigating robocall risk exposure.

9. Compliance Philosophy

TTEC Digital maintains compliance with applicable U.S. telecommunications regulations and supports industry efforts to reduce unlawful robocalling and fraudulent calling activities.

The company relies on a combination of:

- **Customer-level policy enforcement**
- **Platform-level monitoring**
- **Upstream carrier network protections**

10. Certification Statement

TTEC Digital certifies that it has implemented a robocall mitigation program consistent with FCC requirements and will update program descriptions as network capabilities and regulatory requirements evolve.

A handwritten signature in black ink that reads "John Wolf". The signature is written in a cursive, flowing style.

John Wolf

GVP Service Operations