



1777 Center Court Dr., N Ste 600
Cerritos, CA 90703
(562) 239-4740

ROBOCALL MITIGATION PROGRAM DESCRIPTION

Company Description

Netlient, LLC (“Netlient”) is a **VoIP reseller** that provides voice services through underlying upstream service providers. Netlient does not own or operate network switching facilities or SIP authentication infrastructure and therefore does not exercise technical control over call origination or STIR/SHAKEN authentication.

This Robocall Mitigation Program applies to all voice traffic associated with Netlient’s services.

Robocall Mitigation Program

Netlient has implemented a robocall mitigation program consistent with **47 CFR § 64.6305**. The program includes reasonable steps to prevent the origination of illegal robocall traffic and reflects Netlient’s role as a VoIP reseller.

Key elements of the program include:

- Customer due diligence conducted during onboarding to assess intended use of services
 - Contractual terms prohibiting illegal robocalling, spoofing, and violations of applicable law
 - Ongoing coordination with upstream providers regarding traffic review and mitigation
 - Appropriate action when suspicious or unlawful calling activity is identified, including warnings, traffic restriction, suspension, or termination of service
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STIR/SHAKEN Status

Netlient does **not** implement the STIR/SHAKEN authentication framework because it does not control the network infrastructure necessary to authenticate or digitally sign calls. Netlient relies on its upstream service providers to implement STIR/SHAKEN authentication where required.

This reliance is consistent with FCC rules applicable to VoIP resellers that lack technical implementation capability.



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Traceback Cooperation

Netlient commits to responding **fully and within 24 hours** to traceback requests from the Federal Communications Commission, law enforcement agencies, and the Industry Traceback Group (ITG). Netlient cooperates with upstream providers and investigative entities to identify and stop illegal robocall activity.

Program Administration

This Robocall Mitigation Program is actively maintained and reviewed as necessary to ensure continued compliance with FCC requirements. Netlient updates its practices in response to regulatory changes and identified risks.