

TRU LVL Communications Robocall Mitigation Plan

Company Information

TRU LVL Communications LLC ("TRU LVL") is a VoIP provider offering hosted voice services to business customers in the United States. TRU LVL provides customer support, provisioning, and service management. TRU LVL is reseller of Hosted VoIP and SIP services provided by our upstream partner PayG LLC dba SkySwitch (RMD002940). TRU LVL utilizes SkySwitch's platform and relies on SkySwitch for the majority of its robocall mitigation procedures.

Know Your Customer

TRU LVL uses a manual vetting process for all customers to ensure their business, and its voice service needs, are legitimate. We contact our customers directly to verify the identity of their business and collect the following information prior to activating any voice services:

- Legal Company Name
- Brand Name
- Country of Registration
- Type of Entity
- Business Address
- Industry
- Purpose of Usage
- Contact Person(s)

Know Your Upstream Providers

TRU LVL's only upstream provider is SkySwitch. SkySwitch maintains its own RMD filing with STIR/SHAKEN certification and robocall mitigation rules when providing voice traffic to TRU LVL.

STIR/SHAKEN

As a reseller, TRU LVL does not provide the network infrastructure for STIR/SHAKEN. We rely on our upstream provider, Skyswitch, to provide the proper infrastructure to perform call authentication and STIR/SHAKEN on behalf of TRU LVL's customers. All outbound calls placed by TRU LVL customers follow the STIR/SHAKEN authentication framework in compliance with 47 CFR § 64.6301 provided by our upstream provider.

Traceback

TRU LVL fully cooperates with the Industry Traceback Group (ITG), the FCC, and law enforcement for all traceback requests within 24 hours of receipt.

Traffic Monitoring and Enforcement

In addition to our upstream partner's methods for monitoring suspicious call traffic, TRU LVL monitors our customer's call traffic patterns and looks to identify indicators of robocalling activity such as:

- unusually high call volume
- short call duration
- high call failure rates

We are committed to stopping any robocallers that use our service to originate unlawful robocalls. Such preventative measures include: call blocking, service suspension, and/or service termination if a customer is found to be violation of our robocall policies.



Dennis Kusiak

Owner

TRU LVL Communications