

ROBOCALL MITIGATION PROGRAM AND CERTIFICATION

Filer Information:

- **Business Name:** EndlessCalls
- **FRN:** 0034910802
- **Principal/Officer:** Matt Ehrlich, CEO
- **Address:** 30 N Gould St # 55670, Sheridan, WY 82801

1. PURPOSE & OVERVIEW EndlessCalls operates as a Voice Service Provider providing digital VoIP services. This document outlines the Robocall Mitigation Program (RMP) implemented by EndlessCalls to comply with 47 CFR § 64.6305. EndlessCalls is committed to preventing the origination of illegal robocall traffic on its network, cooperating fully with law enforcement, and responding rapidly to traceback requests.

2. STIR/SHAKEN IMPLEMENTATION COMPLIANCE EndlessCalls certifies that 100% of the voice traffic originating on its network is subject to the STIR/SHAKEN authentication framework. EndlessCalls fully complies with 47 CFR § 64.6301 by utilizing STIR/SHAKEN compliant upstream IP transit carriers and/or direct cryptographic signing certificates. All outbound SIP traffic is passed to downstream intermediaries with proper caller identity verification and protocol headers intact, ensuring high-level call authentication.

3. KNOW YOUR CUSTOMER (KYC) PROCEDURES To prevent bad actors from exploiting its infrastructure, EndlessCalls enforces strict "Know Your Customer" protocols before provisioning any service, inbound/outbound trunks, or direct inward dialing (DID) numbers. These procedures include:

- Verifying the legal identity of the business entity or individual customer via valid government identifiers, tax documentation, or corporate filings.
- Verifying valid payment methods and physical billing addresses.
- Confirming the legitimate business use case for high-volume outbound dialing configurations.

4. TRAFFIC MONITORING AND MITIGATION EndlessCalls actively monitors network traffic patterns to detect, isolate, and mitigate potential illegal robocalling or spoofing activities.

- **Anomaly Detection:** The system monitors for suspicious traffic behavior, such as sudden spikes in call volume, unusually high short-duration call ratios, or high call-failure rates.
- **Immediate Mitigation:** If a customer account exhibits signatures consistent with illegal robocalling, EndlessCalls reserves the right to immediately suspend SIP trunk registration, block outbound routing, and investigate the source traffic.

5. 24-HOUR TRACEBACK COOPERATION EndlessCalls commits to fully cooperating with the Federal Communications Commission (FCC), United States law enforcement agencies, and the industry traceback consortium (such as the ITG).

- EndlessCalls maintains an internal response desk capable of investigating and responding to all traceback requests within **24 hours** of receipt.
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