

ROBOCALL MITIGATION PROGRAM

1st Stop Communication LLC provides Voice over IP (VoIP), SIP Trunking, Hosted PBX, and related telecommunications services.

The company maintains a robocall mitigation program designed to prevent the origination and transmission of illegal robocalls and unlawfully spoofed calls on its network. Prior to activating service, customers are subject to verification and Know Your Customer (KYC) procedures. Customer information is reviewed and retained in accordance with company policies and applicable regulations.

1st Stop Communication LLC monitors network traffic for suspicious calling patterns, investigates reports of illegal robocalling activity, and takes corrective action, including suspension or termination of services when appropriate.

The company maintains records sufficient to identify customers utilizing its services and cooperates with the Federal Communications Commission (FCC), law enforcement agencies, and the Industry Traceback Group in the investigation and mitigation of illegal robocalls.

1st Stop Communication LLC commits to respond fully and within twenty-four (24) hours to all valid traceback requests and to cooperate with regulatory authorities and industry partners to prevent illegal robocall traffic.

The company has not implemented STIR/SHAKEN authentication directly on its network and relies upon its robocall mitigation procedures and upstream service providers to assist in the prevention of illegal robocalls and caller ID spoofing.

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