

ROBOCALL MITIGATION PROGRAM AND CERTIFICATION

Company Name: HiPros Business LLC.

FRN: 0038510590

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1. STIR/SHAKEN Implementation & Reseller Status

HiPros Business operates as an IT plus voice service integrator and reseller utilizing a fully IP-based infrastructure without a STIR/SHAKEN Implementation obligation. Because we rely on upstream wholesale underlying carriers/providers to terminate traffic, we collaborate closely with our network providers to ensure full STIR/SHAKEN compliance. We pass all necessary call signaling data to ensure originating traffic receives the highest possible attestation level.

2. Downstream "Know Your Customer" (KYC) Onboarding

Because we integrate and resell services to downstream business clients, we maintain strict KYC controls to prevent bad actors from accessing our integrated network. Before provisioning any IP voice services, we execute the following:

- **Identity Verification:** We verify the customer's legal entity status using tax IDs, business registrations, or corporate filings.
- **Intended Use Review:** We review the client's expected call traffic profiles (e.g., standard office use vs. high-volume contact centers).
- **Contractual Safeguards:** All service contracts contain explicit clauses prohibiting the origination, routing, or transmission of illegal robocalls, spoofed caller IDs, or automated spam.

3. IP Traffic Monitoring & Thresholds

HiPros Business monitors call traffic patterns at our integration layer before passing traffic to our upstream wholesale carriers. Our platform utilizes automated alerts to flag anomalous or suspicious IP voice traffic, including:

- High call-attempt rates over a short duration from a single IP address or SIP trunk.
- We examine the call pattern of the client industry through a set of metrics (number of call attempts, answer seizure ratio, average call duration)

- Outbound calls originating from unallocated, invalid, or premium-rate North American Numbering Plan (NANP) numbers.
- Call patterns matching known industry Do Not Originate (DNO) databases.

4. Account Enforcement and Traffic Blocking

In our capacity as a reseller, we maintain full administrative control to terminate network access immediately if a downstream customer violates our policies.

- Upon receiving a network alert or a notification of suspicious traffic, we immediately isolate the source IP/account.
- If an investigation confirms the customer is originating or transmitting unauthorized or illegal robocalls, we suspend or terminate their service immediately without prior notice.

5. Upstream Carrier Compliance Verification

HiPros Business regularly audits our upstream underlying carriers to ensure our integrated supply chain remains clean. We verify that all wholesale carriers we utilize are actively registered and in good standing with the FCC's Robocall Mitigation Database (RMD). We will not route any integrated traffic through a carrier that has been de-listed or penalized by the FCC.

6. Industry Traceback Cooperation

We fully cooperate with the Federal Communications Commission (FCC), federal and state law enforcement, and the Industry Traceback Group (ITG). As an integrator, we along with our upstream providers maintain detailed SIP signaling logs that allow us to quickly identify the specific downstream customer responsible for a flagged call. We commit to dedicate sufficient resources to provide prompt and complete responses to all legal traceback requests.
