



CoreDial Robocall Mitigation Plan

As part of STIR/SHAKEN enforcement, on April 20, 2021, the FCC began requiring all providers to certify in the Robocall Mitigation Database that they have fully implemented STIR/SHAKEN or have instituted a robocall mitigation program to ensure that they are not originating illegal robocalls. Our CoreDial policies are aligned with this FCC regulation, as detailed below.

The handling policies submitted under CoreDial's robocall mitigation program are as follows:

- Software introduced to monitor outbound voice traffic in real-time to prevent the origination of illegal robocalls.
- The software provides detailed reporting identifying suspected illegal robocalls and alerts CoreDial if CoreDial originates any calls where the calling number is:
 - Invalid
 - Unallocated
- CoreDial will immediately investigate any identified calls to determine if the caller was attempting to originate unlawful robocalls. If we determine that the caller was attempting to originate unlawful robocalls, then we either warn them to stop or terminate their service as appropriate.

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