

CERIUM NETWORKS

ROBOCALL MITIGATION PLAN

Company	Cerium Networks, Inc.	Effective	October 14, 2026
Role	VoIP reseller and provider	Authority	47 C.F.R. § 64.6305

Purpose and Scope

Cerium maintains this plan to prevent its voice services from originating illegal robocalls or unlawfully spoofed calls. It applies to outbound traffic originated by Cerium customers and will be updated when operations or regulatory requirements materially change.

Core Mitigation Controls

- **STIR/SHAKEN:** Cerium uses underlying providers, including Bandwidth, for PSTN connectivity and call authentication. Eligible calls receive the highest attestation supported by customer identity and number-authorization records.
- **Know Your Customer:** Before activation, Cerium validates customer identity, authorized contacts, service and billing information, intended use, and authority to use outbound caller ID numbers.
- **Acceptable Use:** Illegal, fraudulent, abusive, deceptive, or misleading calling—including illegal robocalling and unlawful spoofing—is prohibited.
- **Caller ID Controls:** Cerium may require proof of number ownership or authorization and may block unauthorized, malformed, invalid, or suspicious caller ID values.
- **Monitoring and Security:** Cerium reviews available call records, alerts, complaints, traffic anomalies, and traceback notices. Controls may include authenticated signaling, credential management, access restrictions, source validation, session-border controls, and traffic limits.
- **Provider Oversight:** Cerium confirms, as reasonably practicable, that applicable upstream providers are registered in the FCC Robocall Mitigation Database and cooperates on authentication and investigation matters.

Investigation, Traceback, and Enforcement

Cerium will respond fully within 24 hours to traceback requests from the FCC, law enforcement, and the industry traceback consortium. Suspected misuse may result in customer contact, configuration correction, call blocking, traffic limits, account suspension or termination, record preservation, provider coordination, or referral to authorities.

Administration and Certification

Designated personnel administer this plan, coordinate investigations, maintain material records, and periodically review control effectiveness. Cerium certifies that calls originated through its voice-service environment are subject to this mitigation program and that it will take reasonable steps to prevent illegal robocall traffic and meet its traceback obligations.

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