Sigma Voice LLC Robocall Mitigation Plan

Sigma Voice LLC, 30 N Gould St Ste R, Sheridan, WY 82801. FRN 0039289723. Robocall mitigation contact: Nathan Yonash, Managing Member, nathan@hershelsigma.ai, +1 786-963-4340. Dated November 21, 2026.

Sigma Voice LLC provides outbound and inbound calling and phone numbers to business customers that run sales and service call centers on the Hershel dialer. Sigma Voice does not sell service to consumers. It routes calls to its upstream carrier over SIP from servers it controls, one dedicated server per customer.

1. Know your customer. Before any customer places a call, it completes Sigma Voice's carrier verification: legal business name, EIN, business address, an authorized contact, the contact's government photo ID, and a signed service agreement. Sigma Voice reviews each verification before turning on calling, and refuses or ends service for any customer that gives false information or will not complete it. Customers must keep this information current. Sigma Voice keeps every verification on file for the life of the account and at least 2 years after.

2. Contract terms. Every customer agrees in writing to:

- follow the TCPA, the Telemarketing Sales Rule, the National Do Not Call Registry and state calling laws;
- send only caller IDs that Sigma Voice assigned to it or that it owns or is authorized to use, with no spoofing;
- answer any traceback or carrier inquiry within 24 hours with the call's source and the consent behind it. Sigma Voice may suspend a customer at once if a carrier, the Industry Traceback Group (ITG) or law enforcement reports it for illegal or fraudulent calling.

3. Monitoring. Each customer's traffic runs on its own server, so Sigma Voice can see and stop one customer's calls without affecting others. Sigma Voice monitors carrier rejections and blocks, answer rates and call length patterns, and caller ID spam labeling, and investigates any customer whose traffic shows signs of illegal robocalling.

4. Know your upstream provider. Sigma Voice sends traffic only to carriers listed in the Robocall Mitigation Database, and checks each carrier's listing before routing traffic to it and again each year.

5. Tracebacks and cooperation. Sigma Voice will respond fully to traceback requests from the FCC, law enforcement and the ITG within 24 hours of receipt, and will cooperate in investigating and stopping any illegal robocaller using its service. Its traceback contact is listed in this filing.

6. Blocking and suspension. When Sigma Voice finds or is told that a customer is placing illegal calls, it stops that customer's calls, keeps the records, and ends the account if the customer cannot show the calls were lawful.

7. STIR/SHAKEN. Sigma Voice is obtaining its own SPC token and certificate and will sign all of its calls with its own certificate as soon as the STI Governance Authority policy allows. It will update this filing within 10 business days.

8. Upkeep. Sigma Voice updates this filing within 10 business days of any change and recertifies by March 1 each year.