

Reinstatement Procedures for STI Service Provider Code Tokens

The STI-GA Board has the authority to revoke a service provider's (SP's) access to SPC tokens. Upon receiving and reviewing relevant information, the STI-GA Board will determine if revocation of the SP's access to SPC tokens is warranted. A revocation decision by the STI-GA Board will be relayed by the STI-GA to both the affected SP and the STI-PA. This notification will include a description of the action taken (revocation) and the reasons for the action. Unless otherwise indicated in the notification, the decision will be effective immediately.

Appeals. A company whose access to SPC tokens has been revoked may file an appeal. This appeal must be filed in writing no later than five (5) business days from the receipt of the notification. An appellant must provide:

- (1) A clear and concise explanation as to why the Board's decision should be revised or reversed; and
- (2) New information/evidence not considered by the Board in its decision.

The appeal will be submitted to the STI-GA Board for its consideration. The appeal will follow the Formal Appeals process outlined in Section XI of the STI-GA Operating Procedures.

A decision will be made by the Board within fifteen (15) business days of receipt of an appeal. If the initial decision on revocation is reversed, there would be no fees associated with the reinstatement of an SP's access to SPC tokens.

Reinstatement. Should an SP lose the appeal or choose not to appeal a revocation decision, it may file for reinstatement to the ecosystem. This request for reinstatement must include:

- 1) The SP's written Plan of Action to remedy the issues identified by the STI-GA Board that led to the SP's revocation.
- 2) A letter, on company letterhead, detailing the steps the company has taken to comply with its written Plan of Action, signed by a corporate officer.

It is the intent that the STI-GA Board will have a sufficient amount of time to review and approve this Plan of Action. The ability of the STI-GA Board to review and approve reinstatement applications in a timely matter depends on the sufficiency of the Plan of Action and Implementation Plan. Should the company provide a Plan of Action with insufficient detail or that lacks effective mitigation or remediation measures needed to address the causes of the revocation/suspension, the STI-GA Board may request the company submit a redrafted Plan of Action.

No SP will be reinstated until the STI-GA Board approves its Plan of Action and the attendant Compliance Plan.

Annual Fees. No SP will be reinstated unless it has paid any outstanding Annual Fees. There will be no refund of any Annual Fees paid by an SP that has had its access to SPC tokens suspended or revoked for any period of time.

Reinstatement Fee. Reinstatement shall be subject to a fee to recover the costs to the STI-GA of the revocation and reinstatement proceeding

Probationary Period. Following reinstatement there will be a six (6) month probationary period.

During this Probationary Period, should the STI-GA Board receive credible evidence of another violation of policy and/or technical requirements related to its STIR/SHAKEN call authentication practices, the SP's SPC token will be immediately revoked and an investigation initiated. This investigation will follow the general STI SPC Token Revocation Process.